

## Millbrae Care Home Care Home Service

Woodside Street  
Coatbridge  
ML5 5NJ

Telephone: 01236 429 534

**Type of inspection:**  
Unannounced

**Completed on:**  
10 January 2022

**Service provided by:**  
Woodside Carehomes Ltd

**Service provider number:**  
SP2007009228

**Service no:**  
CS2007158178

## About the service

Millbrae Care Home is situated in a residential area of Coatbridge within close proximity of local transport links and amenities.

The home is purpose-built over three levels, which can be accessed using a passenger lift. The ground floor provides access to an enclosed garden area and hairdressing salon. On the other two floors, there is single en suite accommodation and additional communal bathrooms. Both floors also have dining rooms and lounges as well as smaller quieter lounges for residents and visitors to use as an alternative to the busier lounges. The care home is built on a steep incline, with the car park on the upper area of the site and the front door to the facility at the bottom of the hill.

The home is registered to provide care for a maximum of 40 older people. At the time of this inspection, the top floor was temporarily closed and there were 19 people living here. Their needs were variable, with the majority dependent on staff due to levels of frailty and dementia.

The aims and objectives of the service state; "It is essential that service users including those with a diagnosis of dementia who are required to be cared for in a person-centred environment feel valued and are recognised as individuals".

One inspector visited the service for one day on 10 January 2022. We provided feedback to the service the same day.

The purpose of this visit was to look at the progress of the two requirements and two areas for improvement made at the inspection on 28 July 2021 and repeated on inspection 25 October 2021

This report should be read in conjunction with the inspection reports dated 28 July 2021 and 25 October 2021.

## What people told us

We chatted with people as we walked around the home. People told us they were happy living there with no issues raised with us. It was difficult to gather some peoples views due to cognitive impairment therefore we spent time observing how staff interacted with them.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	3 - Adequate
How good is our care and support during the COVID-19 pandemic?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

**How well do we support people's wellbeing?****3 - Adequate**

This inspection focussed on improvements required from the COVID-19 focused inspection on 16 June 2021. As part of that inspection, we also considered how well people were supported with their wellbeing and made a requirement and area for improvement.

Details of progress in these areas are noted under the following two sections of this report:

- what the service has done to meet any requirements made at or since the last inspection and;
- what the service has done to meet any areas for improvement we made at or since the last inspection.

We have re-graded the service in recognition of improvements and requirements met. Grades moved upwards as we have evidence that grades of weak are now adequate.

**How good is our care and support during the COVID-19 pandemic?****3 - Adequate**

This inspection focussed on improvements required from the Covid-19 focused inspection on 16 June 2021 when we made a requirement and area for improvement.

Details of progress in these areas are noted under the following two sections of this report:

- what the service has done to meet any requirements made at or since the last inspection and;
- what the service has done to meet any areas for improvement we made at or since the last inspection.

We have re-graded the service in recognition of improvements and requirements met. Grades moved upwards as we have evidence that grades of weak are now adequate.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

In order to ensure residents receive appropriate care and support the provider must by 3 January 2022:

- provide a range of meaningful activities for people living in the service
- develop individual activity plans from people's interests and hobbies
- provide the activity co-ordinator with appropriate training around what meaningful activity is and how to coordinate it this could include 'Promoting Excellence programme for dementia learning and development'.

This is to ensure care and support is consistent with Health and Social Care Standard (HSCS) which state that 'My care and support meets my needs and is right for me' (HSCS 1.19) and

in order to comply with Regulation 4 - Welfare of users of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 28 July 2021 and repeated 26 October 2021 .

**This requirement was made on 28 July 2021.**

**Action taken on previous requirement**

Staff had spent time with each person to find out what they liked and wanted to do. As a result, individual activity plans had been developed from people's interests and wishes. These provided opportunities for people to engage in activities they had chosen and wanted to do. We observed activities which were enjoyed by people taking part.

Daily plans for people in their rooms provided meaningful activity and stimulation which is beneficial to health and wellbeing and gives a sense of purpose. These may help prevent feelings of isolation and promote good mental health.

We looked at photographs of recent activities. These were varied and included afternoon teas, movement to music and hand massages. Evaluations asked people if they had enjoyed the activity or had any ideas for making it better in the future.

There were easy to read daily activity notices displayed in the units to inform people what was happening that day. This gave people the information to decide if they wanted to attend an activity or not.

We were pleased with the improvements and have been assured this was an area that would continue to be developed.

**Met - within timescales****Requirement 2**

In order to ensure residents have their support and care needs fully met, the provider must by 3 January 2022 ensure there are adequate numbers of staff on all shifts.

This is to ensure care and support is consistent with the Health and Social Care Standard 3.15 which states 'My needs are met by the right number of people.'

It is also necessary to comply with Regulation 4. (1) (a) make proper provision for the health, welfare and safety of service users. Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 28 July 2021 and repeated 26 October 2021.

**This requirement was made on 28 July 2021.**

**Action taken on previous requirement**

There are challenges in recruitment and retention of social care staff nationwide at the moment. As a result of these challenges, the service had developed and implemented a plan to deal with staff shortages. The top floor had been temporarily closed with people moved downstairs or to the sister home on the same site. Consultations had been carried out with everyone involved to ensure they had opportunities to discuss any questions they may have.

The reduction to one unit meant there were now adequate numbers of staff available to safely support people living there. Staff now had more time to take part in activities and chat with people as they were additional staff available to complete tasks. There was a relaxed, cheerful atmosphere which benefitted both people living there and staff.

**Met - within timescales**

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To ensure staff consistency stress and distress care plans should be further developed to provide additional guidance.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

This area for improvement was made on 28 July 2021 and repeated 26 October 2021

**This area for improvement was made on 28 July 2021.**

#### Action taken since then

Stress and distress care plans had been re-written and now provided clear person centred guidance for staff to follow. This gave staff information to provide consistent and appropriate support.

This area for improvement has been met.

#### Previous area for improvement 2

To enhance existing Infection Prevention and Control measures the provider should ensure the following,

- correct hand hygiene and appropriate mask use is re-visited with all staff
- Recordings of staff carrying out infection control precautions are fully completed and monitored.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

This area for improvement was made on 28 July 2021 and repeated 26 October 2021.

**This area for improvement was made on 28 July 2021.**

#### Action taken since then

All staff had completed refresher training in infection control and correct use of Personal Protective Equipment (PPE).

The management team had spent time observing and monitoring staff practice which had led to improvements. We observed appropriate use of PPE and good hand hygiene practices. PPE stations were well stocked with appropriate bins for disposal of used PPE. These helped prevent the spread of infections and contributed to keeping people safe.

This area for improvement has been met.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	3 - Adequate
1.2 People get the most out of life	3 - Adequate
1.3 People's health benefits from their care and support	3 - Adequate

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	3 - Adequate
7.2 Infection control practices support a safe environment for people experiencing care and staff	3 - Adequate
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	3 - Adequate



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