

Darroch Nursing Home Care Home Service

17 Darroch Way
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Cumbernauld
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Telephone: 01236 726 902

Type of inspection:
Unannounced

Completed on:
4 June 2021

Service provided by:
Darroch Nursing Home Limited

Service provider number:
SP2003002416

Service no:
CS2003010565

About the service

Darroch Nursing Home is a registered care service for a maximum of 40 people.

The home is privately owned by Darroch Nursing Home Limited and is situated in a quiet residential area of Seafar in Cumbernauld, close to local amenities including shops and public transport routes.

The building offers accommodation across two floors. There are quiet public areas on both floors; the ground floor has two large main lounges and dining areas. People could also access and enjoy a café and library area, a sunroom and a pleasant outdoor garden area. The time spent in these areas have been managed differently to allow for social distancing.

The aims and objectives of the service are:

"We are committed to delivering the highest standard of care for residents and to create a warm, homely, friendly and happy atmosphere within the home at all times."

At the time of the inspection, there were 31 residents using the service.

What people told us

We spoke to relatives who said:

"We have had our ups and downs but everything is fine now and happy with what's going on in the home."

"Good communication, food is good and they are offered salad or sandwiches as an alternative. Plenty of cups of tea when they want. I've been visiting for 30 minutes, twice a week."

"He is always well presented and staff are really nice."

"Delighted for them to be there. He had Covid-19 and throughout that time I was phoned a lot."

"Communication was great, especially when they had to contact GP. The food was lovely and she is fussy so they had a varied menu. She is well presented."

"I visit and get tested once a week and stay for 30 minutes."

"I can't complain, staff are able to respond to him when he requires it. Visiting is well managed. He has a great great appetite and the food is good. I have no concerns. I was sent videos of what he was doing in the home regarding activities."

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 good is our care and support during the COVID-19 pandemic?	1 - Unsatisfactory
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Further details on the particular areas inspected are provided at the end of this report.

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

1 - Unsatisfactory

7.2 Infection control practices support a safe environment for both people experiencing care and staff.

During our first visit on 27 May 2021, we identified that immediate action was required to ensure that people experiencing care were protected from harm and the risk of infection. There was a need to improve cleaning and housekeeping practices. To ensure that immediate remedial action was taken we issued the provider with a letter of serious concern on 28 May 2021. This detailed required actions to be achieved by 16 June 21. On 1 June 2021, we found some positive action had been taken including additional cleaning, equipment purchased, and repairs made. However, cleanliness within areas of the home continued to be unsatisfactory specifically within bedroom areas and the fixtures and fittings within them. (See requirement 1).

There was damage to woodwork throughout and areas of flooring were worn and some bedding was marked. There was no formal development plan to record required improvement areas and actions completed. (See area for improvement 1).

People could not be confident of support being provided by staff who had direction, leadership and were knowledgeable in best infection prevention and control practice. Significant information had not been identified or conveyed throughout the team. This meant that people could not be assured of living in an infection free environment. There was also a lack of staff taking accountability for their own actions on the cleanliness of the home and reporting this to the relevant staff in charge. (See requirement 2).

Quality assurance systems included observation of staff practice. However, this required to be improved to demonstrate checks on all staff competently and consistently implementing infection prevention and control practices. This should be carried out regularly and consistency to support staff development and understanding. (See requirement 3).

These areas of unsatisfactory practices put people at increased risk. In response to these findings, we issued an Improvement Notice on 4 June 2021. This is available on the Care Inspectorate website. (www.careinspectorate.com)

Requirements

1.
By 16 June 2021, you must ensure that the premises are clean and suitable for the provision of a care service.

This must include, but is not limited to:

- a) all areas and equipment used within the home are free from contamination and are cleaned and disinfected effectively;
- b) effective arrangements are in place which prevent and control the spread of infection, including effective cleaning schedules with regular quality assurance checks to ensure that the environment is consistently safe, clean, and well maintained; and
- c) staff have access to and use the correct cleaning materials in line with current Health Protection Scotland Guidance on Covid-19 in Care Settings.

This is in order to comply with Regulations 4(1)(a) and (d) and 10(2)(d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

2. By 16 June 2021, you must ensure that people experience a service where staff have the appropriate knowledge and understanding of effective Infection Prevention and Control practices

This must include, but is not limited to:

- a) regular quality assurance and staff practice checks to ensure infection prevention and control training is being put into practice throughout the care service; and
- b) all staff are correctly using, maintaining and caring for the cleaning equipment.

This is in order to comply with Regulations 4(1)(a) and (d) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

3. By 16 June 2021, you must ensure that safe infection control practices are followed at all times.

In particular, you must:

- a) set out clear roles and responsibilities for staff around infection prevention and control;
- b) improve communication between staff and management in relation to infection prevention and control;
- c) ensure staff know and understand best infection prevention practice;
- d) implement management and leadership measures to ensure that care is delivered in a way which promotes good infection control practices; this must include implementing robust and transparent quality assurance processes; and
- e) ensure that where there are indications of poor infection control practice, action is taken promptly to address this, and a record is maintained of all improvements made.

This is in order to comply with Regulations 3, 4(1)(a) and (d) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Areas for improvement

1. The service should create a development plan to set out the actions required to improve and maintain the environment. All staff, people experiencing care and their loved ones should be involved in this process and have knowledge of the timelines for actions to be completed.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	1 - Unsatisfactory
7.2 Infection control practices support a safe environment for people experiencing care and staff	1 - Unsatisfactory

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