

## Arran House Care Home Care Home Service

St. Leonards  
East Kilbride  
Glasgow  
G74 2LA

Telephone: 01698737020

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
25 October 2021

**Service provided by:**  
Enable Scotland (Leading the Way)

**Service provider number:**  
SP2003002584

**Service no:**  
CS2018368484

## About the service

This service registered with the Care Inspectorate on 1 November 2019.

The service currently supports one person.

The service aims to support the person to live as independently as possible and to live a meaningful and fulfilling life.

This was a focused inspection to evaluate how well people were being supported during the COVID-19 pandemic. We evaluated the service based on key areas, that are vital to the support and wellbeing of people experiencing care during the pandemic.

This inspection was carried out by one inspector from the Care Inspectorate.

## What people told us

There is only one service user in the service and he does not want strangers in his house when he is present at this upsets him. Therefore, the inspection was carried out in his absence, when he was out for the day.

## 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?	5 - Very Good
How good is our care and support during the COVID-19 pandemic?	5 - Very Good

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

## How well do we support people's wellbeing?

**5 - Very Good**

We evaluated how well the service supported people's wellbeing and found them to be performing at a very good level. There were significant strengths and these outweighed weaknesses. People should expect to be treated with compassion, dignity, and respect.

We saw that the people using the service had very good relationships with staff, and that they were offered the right level of care to support their needs. People demonstrated that they trusted the staff and had confidence in them.

From evaluating the care plan we found that people were being treated with sensitivity and supported to do as much as possible for themselves, by a committed, well-trained and value driven staff team. This ensured people felt valued and respected, which helped maintain their wellbeing. People were supported to make their own decisions and choices and were encouraged to make their own decisions.

We found the information in the care plans was detailed, with relevant information on people's health, wellbeing, life history, and social interests. However, this could have been more detailed in places, e.g. continence management. This was acknowledged by staff and they agreed to address this.

People using the service could be confident their health needs will be supported. We saw this was provided through regular multi disciplinary meetings taking place, with relevant professionals such as District Nurse, Community Learning Disability Team ( CLDT ) and other professionals where needed.

People using the service would indicate to staff about how they wished to spend their days and staff provided the appropriate support to ensure their choices were met. For example, we saw an outing was planned for the day of the inspection, which fully involved the person in all aspects of making choices and decisions for themselves.

We thought that staff were very skilled in how this was delivered.

The door to the shower room was missing during the inspection and this was discussed with staff, as this compromised the persons privacy and dignity. Despite the technical difficulties in applying suitable fixings to attach the door, we were pleased that this has now been addressed.

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

**5 - Very Good**

We evaluated how well infection control practices support a safe environment for people experiencing care and staffing. We found strengths that had a significant positive impact on people's experiences and outcomes. We concluded that the service's performance in relation to infection control was very good. It was positive to see the service took action, where possible, to address the issues that had been identified by the visiting Infection Prevention & Control support teams in response to COVID-19.

The centre was found to be clean and fresh, and staff had a good knowledge of appropriate cleaning materials and used these effectively.

It was positive to see arrangements were in place, to ensure that frequently touched surfaces were cleaned at least twice daily. We found that Personal Protective Equipment (PPE) was readily available and saw good practice in relation to use of PPE and hand hygiene. This ensured staff kept themselves and others safe. Handwashing facilities and hand sanitiser were available throughout the home. Areas of the environment were regularly audited which included regular checks on furniture and equipment to ensure they were fit for use.

Continually auditing and identifying furniture and items that needed replaced, helped to ensure effective infection control practices were maintained in the service and people kept safe.

Routine weekly staff testing for COVID-19 took place in line with guidance. Staff were aware of the arrangements to put in place should they or a service user test positive for COVID-19 and how staff and service user would be required to self isolate in the event of an outbreak. This followed best practice and assisted with the continued protection of people and staff from harm.

A safe system was in place for laundering of clothes and linen and followed best practice guidance, in relation to infection prevention and control.

The service had a contingency plan to be used if staff were absent because of illness, self-isolation or exclusion following a positive COVID-19 test. Staff benefited from a supportive and approachable management team, and we saw the service was very aware of the need to support staff wellbeing and resilience at this time.

Training had been provided in all key areas of infection prevention and control and staff highlighted they had found this to be very informative and reassuring. Staff commented they were also supported to keep up to date with current best practice. People could be confident staff put their learning into practice. It was clear from our discussions with staff and our review of records that there were robust and transparent training processes and competency assessments in place to keep people safe.

## 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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	5 - Very Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	5 - Very Good

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