

St. Catherine's Care Home Service

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Telephone: 01555 661 671

Type of inspection:
Unannounced

Completed on:
26 April 2022

Service provided by:
Daughters Of Charity Of St Vincent De
Paul

Service provider number:
SP2008009701

Service no:
CS2008173363

About the service

St. Catherine's is registered to provide a care home for up to ten older people and includes two places for respite care. The Service is operated by The Daughters of Charity of St Vincent de Paul. At the time of the inspection there were five Sisters residing in the home.

The care service was purpose-built, and everyone had access to a single en-suite bedroom. A good range of communal living and dining areas were available for people to access as well as well-maintained gardens. A range of facilities were available to enable people to be as independent as possible. This included domestic kitchen and laundry facilities.

The stated aim of the service is 'to provide a holistic approach to the physical and psychological, social and spiritual well-being of each service user and to care for each person as an individual in a safe and home like environment.

St Catherine's mission 'is to provide quality support and care for older people through their life's journey to enable optimum independence, freedom of choice, contentment and a sense of fulfilment. We are committed to be a value based care service in order to provide 'person centred care and support.'

About the inspection

This was an unannounced inspection which took place on 25 and 26 April 2022. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

Unfortunately, at the time of the inspection the Sisters were in isolation due to COVID so we were unable to speak to them in relation to life in St. Catherine's. However, in making our evaluations of the service we spoke with three staff and management and reviewed documentation, including personal plans and minutes of meetings for both the Sisters and staff.

Key messages

- Sisters well supported to live their life's as they chose
- Very motivated, caring, and trained staff.
- Extremely detailed care plans in place reflecting individuals' choices and wishes
- Strong management with clear emphasis on improvement and quality

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?	6 - Excellent
How good is our leadership?	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?

6 - Excellent

Our focus in this inspection was to establish if people's health and wellbeing benefitted from their care and support.

The Sisters are fully involved in the day-to-day running and development of the service. They made their own decisions about how they wish to spend their days and staff provided the appropriate support to ensure that their choices were met.

The Sisters continued to be supported to remain as independent as possible. The availability of domestic kitchen and laundry facilities ensured that people could undertake daily tasks such as making breakfast and snacks as well as looking after their own rooms.

The service ensured that it fully met the Sisters health and wellbeing needs. This was evident in personal care plans, medication records and health audits.

Care plans gave clear information on how to support the Sisters in meeting their care and support needs. These were regularly reviewed and updated following discussion with the individual concerned. If changes were needed this was done with the persons consent and any additional actions identified were fully followed through.

It was clear that staff had a very good understanding of people's needs and wishes. This was due to a low turnover of staff and very comprehensive handovers for all staff.

People should expect meaningful contact with other people to be supported. The service was following 'Open with Care' national guidance which encourages people to spend time with friends and families. The Sisters were supported to have meaningful contact with those that they wished. This included support to visit family and friends out with the service as well as use of technology. This was of benefit to peoples wellbeing. This was well documented in peoples care plans.

Peoples health and wellbeing should benefit from safe infection prevention and control practices and procedures. The service had detailed policies and procedure in relation to how infection control would be managed in the service, and this included key audits including the environment.

The home was very clean and fresh. Appropriate cleaning schedules were in place to ensure all areas of the home were kept clean and to reduce the risk of infection. This included specific cleaning protocols for during an outbreak. The service used the appropriate cleaning materials, and all staff were aware of how and when specific cleaners should be used.

Regular audits were carried out in relation to infection prevention and control, and we could see that if any issues were identified these were actioned quickly. This helped to keep the environment safe and reduce the risk of spreading infection.

All staff had received appropriate training in relation to infection prevention and control as well as Covid 19 and this included the use of PPE. We saw good practice in relation to donning and doffing of personal protective equipment (PPE) and hand hygiene. We saw staff used PPE as needed, keeping themselves and others safe.

Routine staff testing for COVID-19 took place in line with guidance. Staff were aware of the arrangements to put in place should a person test positive for COVID-19. This followed best practice and assisted with the continued protection of people and staff from harm.

Staff were aware of current legislative/best practice guidance in relation to COVID-19 and other possible infections and told us they felt fully informed and supported by management.

The service had a staffing contingency plan if staff were absent because of illness, self-isolation or exclusion following a positive COVID-19 test.

Where agency staff were being used staff were block booked to ensure they did not work in other homes to reduce the risk of cross infection.

How good is our leadership?

5 - Very Good

The service should benefit from quality assurance and improvements that are well led. We saw a service that was well led with a focus on improvement for those living and working there.

The service did not have an improvement/development plan in place. However, from evidence presented and discussion with management and staff we could see a wide range of improvement work had been carried out over the past six months. This included a review and update of care planning and monitoring systems as well as medication management. These improvements had been well managed and reviewed to ensure positive outcomes.

A range of audits were undertaken in the service to assess quality and we could see that if actions were identified then these were addressed to ensure improvements were made. This included an effective complaints system where complaints were well managed, outcomes shared and where necessary practice reviewed.

Management had already identified the need to review the Quality Assurance systems in place to ensure that it remained effective and covered all relevant areas of the service. This would include the use of self-evaluation and development of staff's skills to undertake these where possible. The information obtained from this would be used to inform the service improvement/development plan which would be regularly reviewed to ensure progress was being made.

Staff spoke very highly about the manager. They were seen as being very approachable and supportive but also able to address any issues effectively with people to improve the outcomes for those living and working there. They felt that they were kept well informed with effective communication systems in place.

Staff told us that they had access to relevant training and supervisions had been re-established and was seen as a positive and supportive process.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	6 - Excellent
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	6 - Excellent
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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