

Buchanan Lodge Care Home Service

2 Fernhill Road
Castlemilk
Glasgow
G73 4BF

Telephone: 01416 343 536

Type of inspection:
Unannounced

Completed on:
27 April 2022

Service provided by:
Talbot Association Limited

Service provider number:
SP2003000185

Service no:
CS2003000938

About the service we inspected

Buchanan Lodge is registered as a care home for a maximum of 40 men with homelessness and alcohol addiction problems. The service is provided by the Talbot Association Limited.

The home is in its own grounds close to local shops, services, and public transport. The service has a vehicle with disabled access for people to access appointments, the local community, and further afield when needed. In addition to the grounds surrounding the home, a garden area with seating is located at the rear of the property. Parking is available at the front of the home.

Accommodation is provided over two floors with the upper floor accessed by lift or stairs. All bedrooms are for single accommodation and have en-suite shower facilities. Each floor has a communal bathroom that provides residents with an alternative to their en-suite shower.

A dining room, sitting area and large recreation room are available on the ground floor, with a second sitting room located on the upper floor. Small pantry areas are provided on each floor that could be used by residents to make drinks or snacks. The staff office, kitchen and laundry room are situated on the ground floor of the home. There are also staff offices and staff facilities on the second floor.

The overarching aim of the service is: 'to provide professional care and support services to homeless clients from a humane and compassionate perspective within an environment where the dignity of everyone is respected'. There were 35 people residing in the home at the time of this inspection.

How we inspected the service

This was an unannounced inspection which took place on 27 April 2022. The inspection was carried out by two inspectors 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. In making our evaluations of the service we spoke with four people using the service, four staff, the deputy manager, registered manager, and senior operations manager. This was our second visit to the service since 23 March 2022. This report should be read along with the last report of 23 March 2022.

The focus of this inspection was to gain assurance that the service was progressing the action plan submitted following the last inspection, detailing how it planned to address the requirements. This was to ensure the service was making the right changes and that improvements become embedded. To do this, we gathered evidence from various sources, including the relevant documentation which included:

- Service schedules of cleaning and maintenance
- Service checks of the environment
- Service audits
- Staff training and observations.

Taking the views of people using the service into account

Overall, comments about the service and staff were very positive. As this was a follow up inspection, we discussed with four residents the improvements that had been made in respect of the environment. People told us that there had been a lot of work done around the home.

Taking carers' views into account

We did not meet with carers during this inspection.

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

Previous requirements

Requirement 1

By 25 April 2022, the provider must ensure that people experience care in an environment that is clean, safe and minimises the risk of infection. To do this, the provider must, at a minimum:

- a. Ensure that the internal premises, furnishings, and equipment are safe, clean, and tidy.
- b. Ensure there is a schedule of planned and preventative maintenance of the environment to ensure effective decontamination and minimise the risk of infection.
- c. Ensure that the decontamination of equipment used by people experiencing care is undertaken between each use, after blood and/or body fluid contamination and at regular pre-defined intervals as part of schedule of cleaning.
- d. Implement and use quality assurance processes for infection prevention and control, including regular audits of environmental cleanliness and of equipment used by people experiencing care. This should include daily walkarounds of the environment to check the standards of cleanliness and record where action for improvement is required. This is to ensure that all care equipment and the environment are clean, safe, and intact. The quality assurance process must follow the latest available Scottish Government guidance and best practice guidelines.

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

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.22) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This requirement was made on 23 March 2022.

Action taken on previous requirement

We saw that there had been a great improvement in cleanliness throughout the home and the environment was visibly cleaner and fresher. The cleaning schedules had been developed, and environmental checks had been introduced to monitor this. A deep clean of areas of the home and further remedial decoration had also occurred.

The manager had introduced a process of responsive cleaning for staff to take immediate action if they discovered an area of the building that required attention. The environmental checks occurred twice daily and enabled remedial action to be identified and undertaken.

We saw evidence that quality assurance processes for infection prevention and control had been implemented and that staff practice observation had started. Some audits had taken place and we observed the manager undertaking a check of the environment.

We were satisfied that this process should ensure acceptable standards of infection prevention and control, and provide assurance that people are living within a clean and hygienic environment.

Met - within timescales

Requirement 2

By 25 April 2022, the provider must ensure that the cleanliness of the environment is maintained to minimise the risk of infection. To do this, the provider must, at a minimum:

- a. Ensure that all staff understand and implement ARHAI (Antimicrobial Resistance and Healthcare Associated Infection) Scotland's 'Safe Management of the Care Environment' standard operating procedures.
- b. Implement systems to assess and monitor staff understanding of the aims and objectives of the service and competency regarding infection prevention and control practice.

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

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment (HSCS 5.22) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This requirement was made on 23 March 2022.

Action taken on previous requirement

We found that progress had been made in this area. Refresher training in infection prevention and control had occurred. An observation tool had been developed and introduced to assess and monitor the competence of the staff team.

We observed the practice of staff and saw they showed a better understanding of best practice regarding infection prevention and control. We observed staff engaging in responsive cleaning tasks as part of their duties.

This meant that people could be confident that staff had the necessary skills and competence to support them during the pandemic. This requirement has been met.

Met - within timescales

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

Previous recommendations

There are no outstanding recommendations.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
23 Jan 2019	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
10 Apr 2018	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
10 Jan 2018	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
12 Apr 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
28 Nov 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
15 Jun 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	2 - Weak
3 Jun 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Sep 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Jan 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
16 Aug 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
17 Oct 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

Date	Type	Gradings	
10 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
24 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
7 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
1 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
5 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
23 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 4 - Good
22 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 4 - Good 4 - Good

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