

Cartvale Care Home Care Home Service

94/102 Clarkston Road
Cathcart
Glasgow
G44 3DH

Telephone: 01416 370 577

Type of inspection:
Unannounced

Completed on:
6 June 2022

Service provided by:
Cartvale Care LLP

Service provider number:
SP2004007156

Service no:
CS2004086243

About the service

Cartvale Care Home is situated in the Cathcart area of Glasgow and is operated by Cartvale Care LLP. The service is located on a main bus route and is close to a range of local amenities including, local shops.

The home can accommodate up to 30 older people. There were 29 people residing in the service at the time of the inspection. Those living in the service had access to two lounge areas, a dining room and a well maintained central courtyard garden.

People were encouraged to personalise their own rooms.

About the inspection

An unannounced follow up inspection took place 1 June 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.

We also spoke with staff, the registered manager and the provider. We observed staff practice and daily life in the care home. We reviewed a range of documents including, minutes of meetings, audits, action plans, communication documentation and cleaning schedules.

Key messages

- Visiting practices had improved in the care home.
- The infection prevention and control practices within the home required improvement.
- Audits were not used to good effect and did not inform improvement.

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
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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

We completed a follow up inspection to measure the action taken in response to two outstanding requirements relating to this Key Question. The requirements related to visiting practices and infection prevention and control practices.

The requirement in relation to visiting practices was met.

Please see the section of this report entitled 'What the service has done to meet any requirements made at or since the last inspection' for further information.

Based on our findings, we reviewed the evaluations for this key question.

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

Requirements

Requirement 1

By 20 May 2022, the provider must ensure that visiting arrangements actively promote people's quality of life and their right to stay connected to family, friends and local communities. To do this the provider must:

- a) Review the visiting policy, in accordance with the Scottish Governments current "Open with care" guidance,
- b) Share the revised visiting policy with staff, people who experience care and their relatives and those who are important to them and
- c) Ensure that the approach to visiting is flexible, person centred and maximises meaningful contact.

This is to comply with Regulation 4(1)(a) and (d) (Welfare of users) 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 (HSCS), which state that 'I am supported to manage my relationships with my family, friends or partner in a way that suits my wellbeing.' (HSCS 2.18) and 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11) 2.

This requirement was made on 2 May 2022.

Action taken on previous requirement

Maintaining contact with loved ones is important for promoting a self of wellbeing and keeping people connected. We found that the service had updated their visiting policy in line with "Open with Care" guidance. This offered a more flexible approach for those living in the service, to maintain contact with those closest to them. The updated policy had been shared via email and post. The service should continue to develop visiting and use of communal spaces.

This requirement has been met.

Met - within timescales**Requirement 2**

2. By 20 May 2022, the provider must ensure that people experience care in an environment that is safe, clean and minimises the risk of infection. To do this the provider must:

- a) Ensure that the internal premises, furnishings, mattresses, bedding and equipment are clean,
- b) Ensure that processes such as, enhanced cleaning schedules and robust quality assurance checks of the care home environment are in place and appropriate remedial actions taken where needed,
- c) Ensure that all staff working within the care home adhere to correct infection, prevention and control procedures, practices and recording and reporting requirements in relation to their roles,
- d) Ensure that all staff use and dispose of personal protective equipment (PPE) in accordance with best practice guidance and
- e) Ensure that there is a contingency plan in place, to be utilised in the event of staff shortages within the housekeeping team.

This is to comply with Regulation 4(1)(a) and (d) (Welfare of users) 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 (HSCS), 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).

This requirement was made on 2 May 2022.

Action taken on previous requirement

There had been improvements made to the standard of cleanliness in relation to shared equipment and bedding. However, there continued to be a deficit in the recording of equipment cleaning. Improved cleaning schedules in line with the (NIPCM) had not been implemented. The cleanliness of other items such as lounge chairs, dining chairs and mattresses needed to be improved.

A new management audit had been designed and put into practice shortly before this inspection. This had not led to improvements in all of the areas previously highlighted.

The use of personal protective equipment (PPE) had improved however, there was still areas that required to be addressed such as, the use of clinical waste bins and hand hygiene.

We reviewed the services contingency plan and found that this had been updated. This element of the requirement was met.

This requirement is not met and will be reinstated with a new timescale of 27 June 2022.

Not met

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?	3 - Adequate
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	3 - Adequate

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