

Galashiels Nursing Home Care Home Service

Kirkbrae
Galashiels
TD1 1NJ

Telephone: 01896 752 414

Type of inspection:
Unannounced

Completed on:
25 August 2022

Service provided by:
Pryce & Co Ltd

Service provider number:
SP2003002284

Service no:
CS2003010293

About the service

Galashiels Nursing Home is registered to provide care and support to a maximum of 37 older people.

The home is located in a residential area near to the centre of Galashiels and is close to local amenities. The home is set in private grounds, with a garden and private parking.

The accommodation is provided over two floors within the original building and in a small extension to the ground floor. The bedrooms located in the extension have ensuite facilities, with shared bathing and toilet facilities on both floors in the main building. The dining room is on the ground floor, where there is also a large lounge/dining/conservatory area.

Galashiels Nursing Home's mission statement is:

"Galashiels Nursing Home provides a safe and secure environment, and professional nursing care in homely and comfortable surroundings. Individuality and independence are both assisted and encouraged, with privacy and dignity being respected at all times. Residents in our care are encouraged to prolong vitality, with physical and mental activity."

The inspection was unannounced and carried out by two inspectors on 25 August 2022. The focus of this inspection was to assess what action had been taken to meet the requirement made at a complaint investigation completed on 11 July 2022.

About the inspection

This was a follow up inspection which took place on 25 August 2022. The inspection was carried out by two inspectors from the Care Inspectorate. The focus of this inspection was to assess a requirement made at a complaint investigation on 11 July 2022.

Key messages

The service had met the requirement.
One person told us that staff provide good care.

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

Requirements

Requirement 1

By 30 September 2022, the provider must ensure that they keep people safe and healthy by providing adequate and suitable heating. To do this, the provider must, at a minimum:

- a) ensure that heating systems are well-maintained and updated as necessary.
- b) ensure that people are able to adjust the temperatures in their rooms safely.
- c) have access to cooling aids and heaters as appropriate.
- d) have staff on duty who are able to adjust the heating.
- e) support people to open/close windows and blinds as appropriate.

To be completed by: 30 September 2022

This is to ensure care and support is consistent with Health and Social Care Standard 5.19: My environment has plenty of natural light and fresh air, and the lighting, ventilation and heating can be adjusted to meet my needs and wishes.

This is in order to comply with:

Regulation 10(2)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 20 July 2022.

Action taken on previous requirement

The requirement was made following a complaint investigation. The provider submitted an action plan to detail how the requirement would be met to ensure positive outcomes for people receiving care. The manager told us that the maintenance staff had been regularly checking surface temperatures of radiators and they were due to have the heating system updated by the end of September 2022. Records showed that surface temperatures were being checked and were within acceptable limits. We found radiator temperatures to be within acceptable limits on the day of our visit. A staff member told us that the issues with the heating had been addressed.

Met - within timescales

Requirement 2

By 15 August 2022, the provider must ensure that they keep people safe and healthy, by ensuring that radiators are at a safe temperature to touch, in line with relevant health and safety guidance. To do this, the provider must, at a minimum:

a) check surface temperatures of radiators and if found to be above the advised safe temperature, then ensure that they are appropriately covered to prevent scalds and burns to people in the home.

To be completed by: 15 August 2022

This is to ensure care and support is consistent with Health and Social Care Standard 5.22: I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 20 July 2022.

Action taken on previous requirement

This requirement has a future date and was not considered at this inspection.

Not assessed at this inspection

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Further development and assessment of the personal plans should be completed to ensure that the detail in these enable all staff to effectively care for that person, taking account of their assessed needs and preferences.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

1.15 My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

This area for improvement was made on 7 February 2022.

Action taken since then

This was a focused inspection and we did not review this area for improvement.

Previous area for improvement 2

2. All staff, including kitchen staff, should receive training in food and nutrition, including, but not limited to, the fortification of diets.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 3.19 My care and support is consistent and stable because people work together well.

4.27 I experience high quality care and support because people have the necessary information and resources.

This area for improvement was made on 7 February 2022.

Action taken since then

This was a focused inspection and we did not review this area for improvement.

Previous area for improvement 3

3. Clear responsibilities of who fortifies individual meals and what this specifically means for each person must be included in their personal plan. This must be communicated with kitchen staff and all care staff must have underpinning knowledge of this.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 1.23 My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.

1.34 If I need help with eating and drinking, this is carried out in a dignified way and my personal preferences are respected

This area for improvement was made on 7 February 2022.

Action taken since then

This was a focused inspection and we did not review this area for improvement.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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