

Balhousie Rumbling Bridge Care Home Service

Crook of Devon
Kinross
KY13 0PX

Telephone: 01577 840 478

Type of inspection:
Unannounced

Completed on:
22 November 2022

Service provided by:
Advanced Specialist Care Limited

Service provider number:
SP2005007542

Service no:
CS2017358878

About the service

Balhousie Rumbling Bridge is a care home owned by the Balhousie Care Group. The home is situated in a rural location in Perth and Kinross. The care home provides accommodation for a maximum of 19 older people. It can also accommodate up to 22 people with Huntington's Disease.

Accommodation is provided on two floors and each bedroom has ensuite facilities. The two units, Devon and Lendrick, are connected by a single internal lift. There are adequate parking facilities. Beautiful landscaped gardens are accessed by a secure patio area for residents' use.

The manager is responsible for the supervision of staff along with the day-to-day running of the home, and is supported by a deputy manager. However, this post is currently vacant and is due to be filled in the near future.

The aims and objectives of the service are to create a caring environment based on respect, dignity, and provide a holistic approach to the care of residents.

About the inspection

This was an unannounced inspection which took place on 22 November 2022 to follow up on requirements made at a previous inspection in August 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, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with people using the service;
- Spoke with staff and management;
- Observed practice and daily life;
- Reviewed documents.

Key messages

- Improvements had been made within the laundry process.
- Interim management arrangements were in place.
- The management team were committed to making improvements.

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

Requirements

Requirement 1

The provider must ensure that linen is managed in a safe way in order to prevent infection.

By 5 September 2022, the provider must ensure that the processes and equipment used in the laundry are correct according to the National Infection Prevention and Control Manual (NIPCM). In order to achieve this, the provider must adhere to the following:

- Ensure that all used and infectious linen is laundered at a temperature that ensures a process of thermal disinfection.

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

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'I experience high quality care and support based on relevant evidence, guidance, and best practice.' (HSCS 4.11).

This requirement was made on 4 August 2022.

Action taken on previous requirement

The service had made good progress and implemented a laundry system which was well managed. Staff we spoke to were knowledgeable about safe working practices and procedures to manage laundry safely within the home. There was a copy of the National Infection Prevention and Control Manual (NIPCM) within the laundry and the member of staff was familiar with its contents.

We suggested that the service considers disposing of used alginate bags as clinical waste to minimise any potential risk of cross contamination.

Met - within timescales

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

The service should undertake a fully consultative exercise to compile a service development plan. The Care Inspectorate document, 'Self-Evaluation and Improvement' (September 2019), was sent to assist in this process.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: 'I can be meaningfully involved in how the organisations that support and care for me work and develop.' (HSCS 4.6), and 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership.' (HSCS 4.7).

This area for improvement was made on 4 August 2022.

Action taken since then

Since our last inspection, the manager had left the service and temporary management arrangements were in place. Interim management arrangements included a manager from another care home within Balhousie care group providing part time support to the deputy manager. The operations manager, with support from the interim manager, was in the process of completing a revised service improvement and development plan.

This area for improvement has not been met and will be considered at the next inspection.

Complaints

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.