

# Glencairn House Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
4 November 2022

**Service provided by:**  
Mailler & Whitelaw Trust

**Service provider number:**  
SP2005007541

**Service no:**  
CS2003009754

## About the service

Glencairn House care home is a large Victorian house that has been adapted and modernised to meet the needs of residents. It is registered to provide permanent and respite care for up to 28 older people and is owned by the Mailler and Whitelaw Trust, a local voluntary organisation and operated by volunteer trustees. Accommodation is provided over two floors; all bedrooms are ensuite and rooms on the first floor are accessible by both stairs and a lift.

Glencairn House is situated close to the centre of the Perthshire town of Auchterarder and is set within three acres of private grounds. There is easy access from the A9 and public transport links in the direction of both Perth and Stirling. There are a range of local amenities, shops and cafes within walking distance.

## About the inspection

This was an unannounced follow up inspection which took place on 4 November 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. This report should be read in conjunction with the previous reports dated 14 June and 30 September 2022.

In making our evaluations of the service we:

- spoke with four people using the service
- spoke with five staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- Staff interactions with people were relaxed and caring.
- Record keeping in personal plans had improved and now gave a clearer view of the person and their needs.
- The quality assurance systems have improved and now need to be embedded into practice to ensure effective monitoring of service delivery.

## 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
How good is our leadership?	3 - Adequate

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

This inspection focussed on improvements required from the inspection on 30 September 2022. We have detailed the progress in these areas under the following section of this report:

- what the service has done to meet any requirements we made at or since the last inspection.

We were satisfied that the provider had met the requirement, however, the improvements identified need to be sustained before we can re-evaluate the grade.

## How good is our leadership?

3 - Adequate

This inspection focussed on improvements required from the inspection on 30 September 2022. We have detailed the progress in these areas under the following section of this report:

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

We were satisfied that the provider had met this area for improvement, however, the improvements identified need to be sustained before we can re-evaluate the grade.

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

### Requirements

#### Requirement 1

By 28 October 2022, the provider must make proper provision for people's health, welfare and safety.

To do this, the provider must, at a minimum:

- a) ensure that the care plan is regularly evaluated for effectiveness and updated when needs or interventions change
- b) ensure that all care plans and risk assessments are signed and dated by the person completing them.

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 is to ensure care and support is consistent with Health and Social Care Standards which state: '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'. (HSCS 1.15)

This requirement was made on 30 September 2022.

#### Action taken on previous requirement

We examined four personal plans and found that there had been significant improvement in the overall standard of record keeping. Staff were now routinely updating care plans when there were any changes in people's wellbeing to inform practice. All documentation was seen to have been signed and dated by the person completing.

Although we were satisfied that this requirement had been met, for any review of our evaluations the service needs to ensure the improvements are sustained. We will continue to monitor personal plans at future inspections.

**Met - outwith 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 provider must ensure that effective quality assurance and audit processes are completed regularly. Where areas of concern or deficits are identified, there must be a clear action plan, with evidence available to demonstrate progress made and the outcomes achieved.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I use a service and organisation that are well led and managed.' (HCSC 4.23)

**This area for improvement was made on 30 September 2022.**

#### Action taken since then

As detailed in the previous report, a quality assurance system is in place. This system covers aspects of service delivery including infection prevention and control, clinical governance and care practice. All audits were seen to have been carried out and action plans introduced where any shortfalls were identified. However, for any review of our evaluations, the service needs to ensure the improvements are sustained. We will continue to monitor quality assurance systems at future inspections.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	3 - Adequate
1.3 People's health and wellbeing benefits from their care and support	3 - Adequate
How good is our leadership?	3 - Adequate
2.2 Quality assurance and improvement is led well	3 - Adequate

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