

Fullarton Care Home Care Home Service

Ayr Road
Irvine
KA12 8DF

Telephone: 01294 273 555

Type of inspection:
Unannounced

Completed on:
25 April 2023

Service provided by:
HC-One No. 1 Limited

Service provider number:
SP2016012770

Service no:
CS2016349801

About the service

Fullarton Care Home is registered to provide a care home service (with nursing), to a maximum of 90 older people. The provider is HC-One Oval Limited. There were 55 people living in the service when we visited.

The service is located in a residential area of Irvine, North Ayrshire, close to local amenities, shops, and transport links.

The care home is purpose-built with accommodation across four units in two buildings. One unit is currently closed. Each building has two floors connected by a passenger lift. All bedrooms are single with ensuite facilities. There are several smaller lounges in addition to the main lounge/diner. There is access to enclosed garden areas.

About the inspection

This was a follow up inspection which took place on 25 April 2023. The inspection was carried out by one inspector from the Care Inspectorate Complaints team.

To prepare for the inspection we reviewed information about this service. This included the previous complaint report and intelligence gathered since the complaint visit. In making our evaluations of the service we spoke with the management team and nursing staff, observed a staff flash meeting and reviewed documents.

This follow up inspection was undertaken to review progress with requirements made following a complaint investigation on 2 February 2023.

Key messages

Good progress was noted with the two requirements made at the last complaint visit.

How well do we support people's wellbeing?

We saw progress with the requirement made at the last complaint visit relating to staff seeking health input and advice and completing accurate records for people living in the care home.

In discussions with the management team and reviewing records we could see that further progress could be made regarding staff taking action when a health concern was identified and ensuring that accurate records were completed, at all times, following a health professionals intervention and advice. This will be an area for improvement.

Areas for improvement

1. Staff should continue to be pro-active when a health concern has been identified for a person receiving care. All external health professional input and advice should be recorded and care plans and risk assessments updated accordingly.

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

Requirements

Requirement 1

The service must develop a system to ensure personal plans for people who are on respite and short breaks are archived securely and respectfully with information being accessible and available when required.

This requirement was made on 2 February 2023.

Action taken on previous requirement

The service has initiated a Resident Archiving Form to ensure that all paperwork relating to a person receiving care, who is no longer resident in the home, is returned to the home administrator for archiving. This must happen within 24 hours or the next working day. The unit staff, the administrator and the management team are all involved in this process to ensure that records are collated and archived efficiently and held securely.

The archived records are held in house for a period of two months in case they are required. If they are required, the records must be signed out by a staff member. If they are not returned within a reasonable timeframe, the administrator will chase this up.

Once the records have been held on the premises for the agreed time and are no longer required, they are archived off site with an archiving index sheet and bar code for ease if they need to be seen again. This process was discussed with staff, at a team meeting, following the complaint visit in February 2023.

We spoke with the administrator who described the process as 'being much better'. The evidence that we saw showed that good progress had been made and records were being held securely and respectfully.

Met - within timescales

Requirement 2

The provider must ensure that people's health and wellbeing needs are being accurately assessed, documented and met by all relevant staff. To do this, the provider must, at a minimum:

- Ensure that external medical attention is sought as soon as a health concern is identified.
- Ensure that any contact with or visits by external health professionals are recorded in the relevant care plan documentation.

This requirement was made on 2 February 2023.

Action taken on previous requirement

We sampled and reviewed care plans and other documentation for people living in the home who had received medical intervention since our last visit. We also attended a staff flash meeting where peoples' health concerns were discussed and followed up.

In reviewing the records and listening to staff we could see that staff were more vigilant when it came to identifying and acting on a health concern. We could see that staff had spoken with and referred people to a variety of external health professionals such as the GP, Speech and Language Therapy and Physiotherapy services. Any advice and treatment recommended was recorded in the appropriate record.

The management team advised that they had discussed the findings of the last complaint with the staff team and they were 'shocked' and 'eager to improve their practice'. This was verified in discussions with staff at the flash meeting.

The staff team have identified issues that might stand in the way of people receiving external health care such as length of time for a GP appointment and are taking action to try to address this.

The management team advised that they are 'on the floor' more often, monitoring and supporting good practice and auditing records. They feel confident that improvements have been made however they feel they 'still have a way to go' and will continue to have oversight on direct care provision, liaison with external health professionals and record keeping. See area for improvement.

Met - within timescales

Complaints

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

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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