

## Marchglen Care Centre Care Home Service

2 Gannel Hill View  
Fishcross  
Alloa  
FK10 3GN

Telephone: 01259 750 703

**Type of inspection:**  
Unannounced

**Completed on:**  
14 September 2023

**Service provided by:**  
ARIA HEALTHCARE GROUP LTD

**Service provider number:**  
SP2013012090

**Service no:**  
CS2013318121

## About the service

This service registered with the Care Inspectorate on 30 August 2013.

Marchglen Care Centre is provided by Aria Care Group Limited. The care home is registered to provide care for 37 people. The service provides support for adults who have Learning Disabilities and complex needs; Learning Disabilities and/or neurological and Physical Disabilities; Physical Disabilities and complex needs, or Physical Disabilities.

The purpose built home is located in a small village a short distance from Alloa. The home is separated into four units arranged over one floor. Three of the units were open at the time of the inspection. All the rooms have en-suite shower facilities and there are a number of accessible garden areas.

On the day of the inspection there were 26 people living in the care home. The service states its aim is to "provide high-quality nursing care and offer a day-to-day programme of agreed meaningful activity, this will enable the residents to maximise their independence and pursue.

## About the inspection

This was an unannounced inspection which took place on 14 September 2023, to follow up on two requirements and an area for improvement made on 6 June 2023 .

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.

In making our evaluations of the service we:

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

## Key messages

- Cleaning schedules had been reviewed and included deep cleaning.
- Support was given by an interim housekeeper and all domestic staff had received refresher training.
- Staffing numbers for domestic staff remained insufficient.
- The provider was in the process of developing a new dependency tool.
- Care staffing levels throughout the home had increased to meet people's care needs.
- The provider had made some progress but needed more time to fully meet this requirement and to ensure sustained improvement.

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

## Requirements

### Requirement 1

By the 6 July 2023, the provider must ensure people are supported in an environment that is safe, clean and minimises the risk of the spread of infection. To do this the provider must, as a minimum, ensure that:

- a) there are sufficient staff on duty to undertake domestic duties.
- b) that cleaning schedules are followed and include both daily cleaning and deep cleaning.
- c) that frequently touched points are part of the daily schedule.

This is to comply with Regulation 4(1)(a) and (d) (welfare of users and procedures for the prevention and control of infection) 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 an environment that is well looked after with clean, tidy and well maintained premises, furnishings to meet my needs, wishes and choices.' (HSCS 5.22)

**This requirement was made on 6 June 2023.**

## Action taken on previous requirement

During our inspection we spoke staff and the interim housekeeper, we saw a review of cleaning schedules which included deep cleaning and frequently touched points. All domestic staff had received refresher training on equipment, products and recording of cleaning schedules within the electronic system. Staff rotas had been reviewed with tasks being allocated, however staffing numbers for domestic staff remained insufficient. One domestic had been recruited and a plan for more was in place however, the lack of staffing resources had an impact on the ability to ensure the deep cleaning of the home.

Therefore this requirement was not met and have therefore extended the timescale to 20 November 2023.

## Not met

### Requirement 2

The provider must ensure that staffing levels meet people's assessed needs.

By 31 August 2023 the provider must ensure that people's support needs are met by having appropriate numbers of staff. In order to achieve this, the provider must, as a minimum:

- a) Carry out an analysis of people's support needs to determine whether current staffing levels are adequate.
- b) Implement a dependency tool that accurately captures people's current support needs.
- c) Use this dependency tool to ensure the home is staffed to a level that meet people's needs at all times.

This is in order to comply with regulation 15 (a) (staffing) 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 that: 1.19 'My care and support meets my needs and is right for me.' 3.15 'My needs are met by the right number of people.'

**This requirement was made on 6 June 2023.**

## Action taken on previous requirement

The provider was in the process of developing a new dependency tool which would be reflective of the current needs of people within the service. However, this was not fully implemented and the previous dependency tool continued to be used. When speaking with care staff and reviewing staffing rotas, it was evident that the staffing levels throughout the home had increased to meet people's care needs. The additional staffing was being supported by agency whilst recruitment was ongoing. We acknowledged the provider had made some progress but needed more time to fully meet this requirement and to ensure sustained improvement.

This requirement was not met and have therefore extended the timescale to 20 November 2023.

## Not met

## 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

To ensure that care and support is meeting people's agreed outcomes and people and their representatives have opportunities to be involved and to contribute to how the service is provided. The provider should devise a plan for six monthly reviews for all people within the service and ensure people and their representatives are involved.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 2.17 'I am fully involved in developing and reviewing my personal plan, which is always available to me.'

**This area for improvement was made on 6 June 2023.**

#### Action taken since then

We saw some reviews had been carried out, however with the recent changes in management there was no clear overview of people's reviews.

Therefore this area for improvement has been repeated.

### 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).

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11 Riverside Drive  
Dundee  
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