

Lochleven Care Home Care Home Service

Panmuirfield
Dundee
DD5 3UP

Telephone: 01382 775 831

Type of inspection:
Unannounced

Completed on:
7 November 2023

Service provided by:
Thistle Healthcare Limited

Service provider number:
SP2003002348

Service no:
CS2005098333

About the service

Lochleven Care Home is situated on the outskirts of Dundee and is close to local amenities such as shops, a pharmacy, church, pub and children's nursery. The home is purpose-built, and all bedrooms have ensuite facilities. There are also enclosed garden areas, which can be used by residents and their visitors.

The home is owned by Thistle Healthcare Ltd and is registered to provide care to older people and people with dementia. It is registered for a maximum of 100 residents and is divided into four separate units, each with 25 places.

About the inspection

This was an unannounced inspection which took place on 7 November 2023. 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 18 May, 29 August and 3 October 2023.

In making our evaluations of the service we:

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

Key messages

- People were treated with kindness and respect.
- We observed kind, caring interactions between people living in the home and staff.
- The overall standard of cleanliness in the home had improved since the previous inspection.
- Redecoration and replacement of furniture in each of the units is being undertaken.
- The provision of meaningful activities had improved.

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
--------------------------------------------	--------------

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 3 October 2023. 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 have re-graded the service in recognition of the requirements met in relation to standards of cleanliness, infection prevention and control and replacement of pullcords. Grades have been moved upward, as we evidenced that the previous grade of 'weak' is now 'adequate'.

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

Requirements

Requirement 1

By 30 October 2023, you must ensure that service users experience care in an environment that is safe and minimises the risk of infection. In particular you must:

- a) ensure that the internal premises, furnishings and equipment are safe, clean and tidy
- b) ensure that when the integrity of chairs are compromised, they are replaced promptly
- c) ensure that all mattresses are clean and free from dirt, stains and malodour.

This is in order to comply with Regulation 4(1)(a) and (d) and Regulation 10(2)(b) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.24)

This requirement was made on 3 October 2023.

Action taken on previous requirement

At the the previous inspection we identified the standards of cleanliness of environment, equipment and processes for monitoring these were insufficient to prevent the spread of infection.

We found the home and equipment used were much cleaner. The manager had introduced enhanced checks of the environment and equipment to see these were cleaned to a high standard. Twice daily audits of the environment were being carried out by the management team to ensure standards were being maintained.

Mattresses were being checked routinely and, where necessary, replaced. New furniture has been purchased and each unit is being completely redecorated to improve the overall standards in the home for people living there.

Management had carried out an analysis of the number of domestic staff hours needed to ensure standards of cleanliness were maintained. This identified a need for a higher number of domestic staff and have recruited staff to fill the shortfall.

Met - outwith timescales

Requirement 2

By 30 October 2023 the provider must ensure that service users experience care in an environment that is safe and minimises the risk of infection. In particular you must:

- ensure that all pullcords are replaced, cleanable and subject to routine cleaning.

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 (HSCS) which state: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22)

This requirement was made on 3 October 2023.

Action taken on previous requirement

The service has replaced all pullcords in communal areas. A programme is in place to replace all other pullcords throughout the building. The cleaning of all pullcords has been added to cleaning schedules.

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

In order to improve people's physical and mental wellbeing, the service provider should review the way in which activities and social interaction are organised. This should focus on the quality and amount of physical and social activity made available for people, within and outside the home.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors.' (HSCS 1.25)

This area for improvement was made on 3 October 2023.

Action taken since then

Following consultation with people and their families, the service have introduced a number of clubs and activities for people to attend on a daily basis. These include; the breakfast club, seated exercise classes, cooking club and walking club. Feedback from those spoken with confirmed people were happy with the activities on offer and that there was always plenty for them to do which they enjoyed. People commented that they never had time to get bored, as there was always something to keep them busy.

This area for improvement has been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	3 - Adequate
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	3 - Adequate

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 ਵਿਚ 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.