

## Riverside View Care Home Service

60 Clovis Duveau Drive  
Dundee  
DD2 5JB

Telephone: 01382 561 667

**Type of inspection:**  
Unannounced

**Completed on:**  
25 October 2023

**Service provided by:**  
HC-One Limited

**Service provider number:**  
SP2011011682

**Service no:**  
CS2011300759

## About the service

Riverside View is a residential care home, which is owned and run by HC-One Limited. It is located in the west of Dundee, and there are good transportation links to the city of Dundee.

Riverside View is a purpose-built care home and is registered to provide care for up to 60 people, aged 55 and over. The ground floor, named the 'Bluebell unit', provides care and support for up to 30 people. There are a further two units upstairs; 'Primrose unit' and 'Forget Me Not unit' providing care and support to people living with Dementia. These units have 16 and 14 beds, respectively. The bedrooms are all single occupancy and have ensuite toilet facilities. The upper floor is accessed via a lift, with good wheelchair access to all areas. This service has access to a large, secure garden with different areas provided with patio and seating areas.

## About the inspection

This was an unannounced inspection which took place on 25 October 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. This report should be read in conjunction with the previous report dated 20 July 2023.

In making our evaluations of the service we:

- spoke with three staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- People living in the care home were happy and settled.
- We observed kind, caring interactions between people living in the home and staff.
- Medication management had improved.

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

## Requirements

### Requirement 1

By 1 October 2023, the service provider must ensure people have their medication administered in a safe way, in order to maintain their health and wellbeing:

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

- a) review medication practice
- b) ensure staff have the appropriate knowledge, guidance and training for administering medication and for completing medication administration records accurately
- c) implement a robust system to oversee and audit medication practice.

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

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This requirement was made on 20 July 2023.**

### Action taken on previous requirement

Since the previous inspection there has continued to be improvement in the recording of medication administration records. The electronic administration system in place is monitored daily to ensure any errors were actioned quickly. Medication management is discussed at daily flash meetings to address any issues timeously and ensure that there are always sufficient stocks of drugs available. Training and competency assessments have been carried out. Staff spoken with said they felt more confident in the use of the system and overall medication administration and management.

Examination of medication administration systems identified medication was administered as per instruction. This helped ensure individuals were supported to take the right medication at the right time.

**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 ensure that people's care, support and meaningful engagement is outcome focused and person centred, the provider should review their documentation for everyone experiencing care.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: '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 area for improvement was made on 20 July 2023.**

#### Action taken since then

This area for improvement was made as we were concerned that people's care, support and meaningful engagement needed further development. The service was in the process of introducing a 'Remembering Together' booklet which will provide a more person-centred overview of people's preferences, wishes and choices.

We concluded that this area for improvement was being addressed but had not been fully realised. It was, therefore, not met. We will continue to assess progress at the next inspection visit.

### 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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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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