

Balhousie Rumbling Bridge Care Home Service

Crook of Devon
Kinross
KY13 0PX

Telephone: 01577 840 478

Type of inspection:
Unannounced

Completed on:
14 November 2023

Service provided by:
Advanced Specialist Care Limited

Service provider number:
SP2005007542

Service no:
CS2017358878

About the service

Balhousie Rumbling Bridge is a Care Home owned by the Balhousie Care Group. The home is situated in a rural location in Perth and Kinross. The care home provides accommodation for a maximum of 19 older people. It can also accommodate up to 22 people with Huntington's Disease.

Accommodation is provided over two floors, and each bedroom has ensuite facilities. The two units, Devon and Lendrick, are connected by a single internal lift. Beautiful landscaped gardens are accessed by a secure patio area for residents' use. There are adequate parking facilities.

The manager is responsible for the supervision of staff, along with the day-to-day running of the home, and is supported by a deputy manager.

The aims and objectives of the service are to create a caring environment based on respect, dignity, and provide a holistic approach to the care of residents.

About the inspection

This was an unannounced visit, which took place on 14 November 2023, to follow up requirements made as the result of an upheld complaint. We also followed up requirements made at the last inspection of the service. This 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.

Key messages

Infection prevention and control practices and monitoring had improved.

Staff training was well underway increasing understanding and confidence.

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

Requirements

Requirement 1

By 13 November 2023, the provider must ensure that staff are trained to competently carry out their role, and apply their training into practice, to promote the health, safety, and wellbeing of people supported.

To do this the provider must, at a minimum:

- a) identify priority training needs for the staff team. This must include, but should not be limited to:
 - recognising and acting upon indicators of a deterioration in health, and the actions to be taken by staff dependent upon their role and responsibilities
 - appropriate and meaningful record keeping
- b) promote staff competence through training, supervision, and direct observations of the quality of people's care and staff practice
- c) keep records to demonstrate how staff have been supported to improve their knowledge, skill, and confidence.

To be completed by: 13 November 2023

This is to ensure care and support is consistent with Health and Social Care Standard 3.14: I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

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 requirement was made on 27 September 2023.

Action taken on previous requirement

The management team has developed and implemented training for team leaders and senior carers which focuses upon the early indicators of a deterioration in health and wellbeing, and staff responsibilities in recognising, recording, and reporting observations to senior staff. Training records demonstrate this has been rolled out with supervision and direct observation of practice being used, to assess and ensure learning and understanding has occurred, and is being implemented in practice.

These processes have been implemented and are currently being embedded in practice. Management assured us this work would continue to ensure improved practice and outcomes for people experiencing care. We were satisfied that progress was being made and have assessed this requirement as being met.

Met - within timescales

Requirement 2

By 13 November 2023, the provider must ensure they have effective assessment and care planning processes in place to support good outcomes for people experiencing care.

To do this the provider must, at a minimum:

- a) ensure healthcare assessments are carried out by staff who are suitably qualified and competent to do so
- b) ensure care plans are developed by staff by who are suitably qualified and competent to do so, in consultation with people experiencing care, and their family/representatives when appropriate
- c) ensure the effectiveness of care interventions are regularly evaluated by staff who are suitably qualified and competent to do so.

To be completed by: 13 November 2023

This is to ensure care and support is consistent with Health and Social Care Standard 1.12: I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change.

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 requirement was made on 27 September 2023.

Action taken on previous requirement

The manager told us that assessment is currently being carried out by her and the deputy manager until staff have the skills and knowledge required to carry this out effectively. They plan to involve team leaders and senior care staff in this process through mentoring, and care planning training has been arranged.

An extension to this timescale has been agreed to 12 January 2024.

Not met**Requirement 3**

By 25 August 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 processes such as enhanced cleaning schedules and regular quality assurance checks of the cleaning undertaken are in place;
- b) ensure that clinical waste is stored safely and disposed of in a manner which takes account of the most up-to-date guidance from Health Protection Scotland.

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 16 August 2023.

Action taken on previous requirement

Improvements had been made to cleaning processes, and quality assurance systems had been improved to include areas that had not previously been considered. The management team are carrying out more robust daily checks with systems in place to ensure any concerns are followed up, and addressed appropriately.

We observed the care home to be clean and fresh, and clinical waste was stored and disposed of appropriately, reducing risks for people experiencing care.

Met - outwith timescales**Requirement 4**

By 25 August 2023, the provider must ensure that service users experience care in an environment that is safe.

In particular, you must:

a) ensure all harmful chemicals are stored securely.

This is in order to comply with Regulation 4(1)(a) 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:

'My environment is safe and secure' (HSCS 5.17).

This requirement was made on 16 August 2023.

Action taken on previous requirement

Chemicals and cleaning materials were noted to be stored appropriately at this visit. This area is now included in the service daily quality assurances process.

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

In order to support good health and wellbeing outcomes for people experiencing care, the manager should ensure all staff understand their role and responsibility in escalating any potential health concerns to the right person at the right time.

This is to ensure care and support is consistent with Health and Social Care Standard 1.13: I am assessed by a qualified person, who involves other people and professionals as required.

In order to support good outcomes for people experiencing care, the manager should review the strategies in place to support people's privacy. Different options should be explored to ensure people know what is available to them.

This is to ensure care and support is consistent with Health and Social Care Standard 1.2: My human rights are protected and promoted and I experience no discrimination.

This area for improvement was made on 27 September 2023.

Action taken since then

We did not assess this area for improvement at this inspection.

Previous area for improvement 2

In order to support good outcomes for people experiencing care, the manager should review the strategies in place to support people's privacy. Different options should be explored to ensure people know what is available to them.

This is to ensure care and support is consistent with Health and Social Care Standard 1.2: My human rights are protected and promoted and I experience no discrimination.

This area for improvement was made on 27 September 2023.

Action taken since then

We did not assess this area for improvement at this inspection.

Complaints

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