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Thistle Healthcare Limited
Thistle House
Scholars Gate
Whitehills
East Kilbride
G75 9JL

25 January 2021
2020382311
CS2003015202

Dear Sirs

COMPLIANCE WITH IMPROVEMENT NOTICE

On 11 December 2020 you were served with an Improvement Notice in relation to Arden Craig Care Home, 15 Arden Craig Place, Castlemilk, Glasgow, G45 9US, in terms of section 62 of the Public Services Reform (Scotland) Act 2010 ("the Act"). The Improvement Notice stated that unless there was a significant improvement in provision of the service, Social Care and Social Work Improvement Scotland (hereinafter referred to as "the Care Inspectorate") intended to make a proposal to cancel your registration. The Improvement Notice specified the nature of the improvements to be made, and the period within which they were to be made.

As there has been a significant improvement in the service, the Care Inspectorate has decided not to proceed to make a proposal to cancel the registration of the service. Our conclusions about the improvements made are noted below.

Improvements

1. By 18 January 2021, extended from 15 December 2020, you must ensure that all service users experience a safe, clean and well-maintained environment. In particular, the service must be staffed, resourced, and led in a manner that will ensure that:
 - a) all areas and equipment used within the home are free from contamination and are cleaned or disinfected effectively. In order to achieve this, the action you take must include but not be limited to, the following:

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- The communal smoking room located in the upstairs area of the home must be cleaned to a standard that demonstrates good infection prevention and control. In addition, the use of the smoking room must be demonstrably monitored and managed so that people in the home are protected from harm or potential harm related to the transmission of infection.
- Bedrooms (including bed fittings and flooring) must be cleaned to a standard that demonstrates good infection prevention and control.

The provider and service have cleaned, refurbished and redecorated the communal smoking room to a good standard. They have used materials and purchased chairs and tables that are easy to clean and to be kept clean. We saw how staff monitored and managed the area in order to maintain a clean and safe environment for service users to use. The service was able to evidence the processes and strategies that they have in place to ensure that the smoking room would continue to be maintained to a good standard.

Of the bedrooms viewed, we found all to be in a good standard of cleanliness. The service was able to evidence the processes and strategies that they have in place to ensure that bedrooms would continue to be maintained to a good standard.

This part of the Requirement for improvement has been met.

- b) systems, including effective cleaning schedules, are implemented with regular quality assurance checks to ensure that the environment is consistently safe, clean and well maintained. In order to achieve this, the action you take must include but not be limited to, the following:
- Records of the above must show an identification and prioritisation of 'hot spot' infection transmission risk areas in the home, such as the smoking room and bedrooms presenting particular risks. This must include evidence of proactive and responsive approaches to cleaning that demonstrates good infection prevention and control.
 - Quality assurance of the environment must demonstrate that the recorded check of the environment includes a physical check.

The provider and service have identified and prioritised 'hot spot' areas within their home. This includes the communal smoking area and ten individual bedrooms where staff regularly had difficulties in gaining access or maintaining a satisfactory standard. They were able to evidence the proactive and response approaches that they have in place to achieve the desired outcome.

Quality checks, that included a physical check of the environment, have been implemented. The manager was able to demonstrate their findings and any actions taken. The bedrooms we sampled were found to be in a good standard of cleanliness. We

observed the manager carrying out a physical check of a bedroom, following cleaning and demonstrating to other staff how the check is to be completed.

This part of the Requirement for improvement has been met.

This is in order to comply with the Health and Social Care Standard 5.22, 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furniture and equipment' and Regulation 4(1)(d) Welfare of users and Regulation 10(2)(b) Fitness of premises of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

2. By 18 January 2021, extended from 15 December 2020, you must ensure that service users experience a service with well trained staff. In particular, you must ensure that all staff receive infection control and prevention training relevant to the work that they carry out in order to keep service users safe during the Coronavirus pandemic. This must include, but is not limited to:
 - a) regular quality assurance checks to demonstrate how the training received is being implemented in practice throughout the care service

The provider and service have implemented daily quality assurance checks in relation to the training that staff had received. Staff were aware of these checks and have responded positively to them being carried out. Management had an overview of the training and checks carried out for each member of staff.

This part of the Requirement for improvement has been met.

- b) regular monitoring of staff practice to provide assurance that staff practice is consistent with current infection prevention and control guidance

The provider and service have continued to carry out observations of staff practice and these evidenced that staff were following the relevant practice and guidance.

This part of the Requirement for improvement has been met.

- c) all housekeeping staff having the relevant knowledge and understanding to put into practice the correct use and care of cleaning equipment.

We found that housekeeping staff had the relevant knowledge and were clear about the practices they carried out. We saw that they were using a combined detergent and chlorine cleaning solution which was in line with current guidance. Staff were clear about the correct use and care of their cleaning equipment.

Also, as we found that the environment was being maintained to a good standard, we concluded that staff have the relevant knowledge and skills to practice at the required level.

This part of the Requirement for improvement has been met.

This is in order to comply with the 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' and Regulation 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

A copy of this notice has been sent to the local authority within whose area the service is provided.

The Improvement Notice dated 11 December 2020 is no longer in force.

Yours faithfully

[Redacted Signature]

Jacqueline Young

Team Manager

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cc: Local Authority – Chief Officer – [Redacted]

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
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