



website: www.careinspectorate.com
telephone: 0345 600 9527
email: enquiries@careinspectorate.gov.scot
Twitter: [@careinspect](https://twitter.com/careinspect)

Sent by email: [REDACTED]

Darroch Nursing Home Limited
17 Darroch Way
Seafar
Cumbernauld
North Lanarkshire
G67 1PZ

5 July 2021
2021383161
CS2003010565

Dear Sirs

COMPLIANCE WITH IMPROVEMENT NOTICE

On 4 June 2021 you were served with an Improvement Notice in relation to Darroch Nursing Home, 17 Darroch Way, Seafar, Cumbernauld, North Lanarkshire, G67 1PZ, 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 **1 July 2021**, extended from **16 June 2021**, you must ensure that the premises are clean and suitable for the provision of a care service.

This must include, but is not limited to:

- a) All areas and equipment used within the home are free from contamination and are cleaned and disinfected effectively,

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at careinspectorate.gov.scot

- b) Effective arrangements are in place which prevent and control the spread of infection, including effective cleaning schedules with regular quality assurance checks to ensure that the environment is consistently safe, clean, and well maintained, and
- c) Staff have access to and use the correct cleaning materials in line with current Health Protection Scotland Guidance on COVID-19 in Care Settings

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

We found that the service had made sufficient improvement in relation to the cleanliness of the environment, furnishings and equipment. Records showed the regular cleaning that had taken place and where fixtures and fittings had been repaired or replaced. [REDACTED] an oversight on the cleaning tasks and staff practices and checked how well these had been carried out.

2. **By 1 July 2021**, extended from **16 June 2021**, you must ensure that people experience a service where staff have the appropriate knowledge and understanding of effective Infection Prevention and Control practices

This must include, but is not limited to:

- a) regular quality assurance and staff practice checks to ensure infection prevention and control training is being put into practice throughout the care service, and
- b) all staff are correctly using, maintaining and caring for the cleaning equipment.

This is in order to comply with Regulations 4(1)(a) and (d) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

We saw evidence of staff practice checks being carried out along with environmental and cleanliness audits. Staff told us how they were involved in quality assurance checks on a frequent basis.

Staff had a good understanding of infection prevention and control practices and could clearly describe appropriate cleaning practices and cleaning products used. This resulted in a cleaner, safer environment for people to live in.

3. By **1 July 2021**, extended from **16 June 2021**, you must ensure that safe infection control practices are followed at all times.

In particular, you must:

- a) set out clear roles and responsibilities for staff around infection prevention and control,
- b) improve communication between staff and management in relation to infection prevention and control,
- c) ensure staff know and understand best infection prevention practice,
- d) implement management and leadership measures to ensure that care is delivered in a way which promotes good infection control practices; this must include implementing robust and transparent quality assurance processes, and
- e) ensure that where there are indications of poor infection control practice, action is taken promptly to address this, and a record is maintained of all improvements made.

This is in order to comply with Regulations 3, 4(1)(a) and (d) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Staff meetings had taken place regularly and staff told us how along with these, monthly newsletters they received had also helped in keeping them informed. Staff we spoke with were clear about their roles and responsibilities in making sure the environment was clean and safe for people to live in.

Quality assurance systems had been implemented and had been effective in improving infection prevention and control practices. Any issues were recorded with evidence of actions taken to address and ensure improvement. The environmental audit had helped to inform a building audit which demonstrated actions taken to improve the service. Recording of environmental issues had improved and we saw evidence of actions taken to resolve these.

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

The Improvement Notice dated 4 June 2021 is no longer in force.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at careinspectorate.gov.scot

Yours faithfully

[REDACTED]

Mattie Crossley

Team Manager

Direct: [REDACTED]

Email: mattie.crossley@careinspectorate.gov.scot

cc: [REDACTED] North Lanarkshire Council
[REDACTED]

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at careinspectorate.gov.scot