

Care service inspection report

Follow-up inspection

Clinton House Nursing Home Care Home Service

Ayr Road
Shawsburn
Larkhall

Service provided by: Clinton House Strathclyde (Care Homes) Ltd

Service provider number: SP2003002417

Care service number: CS2003010566

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

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1 About the service we inspected

This unannounced inspection was completed over two days, 28 January 2016 and 4 February 2016.

We reviewed progress in relation to outstanding recommendations.

We attended the service's residents' and relatives' meeting.

We spoke with staff members including:

- The manager,
- One member of nursing staff,
- A member of activities staff,
- Hospitality, maintenance and catering staff.

We met with residents, their carers/friends during the inspection visit.

2 How we inspected this service

We looked at progress in relation to outstanding recommendations from the previous inspection.

We looked at concerns from an anonymous complaint in relation to this service.

3 Taking the views of people using the service into account

We met with residents during the inspection visit.

We sent care standards questionnaires to the service for residents, with six returned. Completed questionnaires confirmed that they were happy with the quality of care at this home.

4 Taking carers' views into account

We met with carers during the inspection visit.

We sent care standards questionnaires to the service for residents, with two returned. Completed questionnaires confirmed that they were happy with the quality of care at this home.

5 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

6 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. The service should provide regular opportunities for residents who do not participate in meetings and surveys a chance to contribute to decisions made in the home by seeking their views and opinions, prior to making decisions or changes which may affect them.

National Care Standards Care Homes for Older People, Standard 8 - Making Choices and Standard 11 Expressing Your Views.

This recommendation was made on 18 September 2015

We reviewed progress on this recommendation.

We found that residents has opportunities, such as residents' meetings, informal discussion and suggestions for activities, which were taken into account in relation to menu choices, mealtimes and activities.

2. The service should ensure that care plans for each resident contains individualised person centred information which is up-to-date and reviewed regularly, describing the care and support they require in order to help maintain their health and wellbeing.

This recommendation was made on 18 September 2015

We reviewed progress in relation to outstanding recommendations. This recommendation has been met.

3. Ensure that all residents' personal care plans contain information about people's wishes to participate in reviews and in their care plans. As evidence of this the service should obtain a date and signature. Where residents do not wish to participate this should be clearly recorded and reviewed regularly.

National Care Standards Care Homes for Older People: Standard 6 - Support Arrangements.

This recommendation was made on 18 September 2015

We reviewed progress in relation to outstanding recommendations. This recommendation has been met.

4. Suitable door locks should be fitted to all bedroom doors to ensure residents can lock their room if they wish to do so.

National Care Standards Care Homes for Older People: Standard 4 Your Environment.

This recommendation was made on 18 September 2015

We reviewed progress in relation to this recommendation. We found that ongoing discussion was in place in relation to suitable door locks.

Following ongoing discussion, residents, their carers/friends or advocate who wished to lock their door completed a risk assessment. Documentation was in place in care plans. This recommendation has been met.

5. The service should continue to roll out a programme of supervision and appraisal to all grades of staff to ensure staff are supported, listened to and training needs analysis developed for staff.

The training should be role specific and meet the needs of the residents especially those residents with specialised care and support needs and people living with dementia.

The manager should continue to establish formal assessments of staff competencies in order to ensure each staff are competent in the work that they do.

National Care Standards Care Homes for Older People: Standard 5 - Management and Staffing.

This recommendation was made on 18 September 2015

We reviewed progress in relation to outstanding recommendations. We found that staff training was ongoing. This recommendation has been met.

6. The service should continue to update and review the policies and procedures of the home to reflect current legislation, good practice guidance and standards.

This recommendation was made on 18 September 2015

We found that the service has updated its policy guidance in relation to legislation and good practice guidance. This recommendation has been met.

7. The provider needs to look at using effective quality assurance systems, which monitor and evaluate standards in the care home. The service should analyse the results regularly in order to improve the service for the people who live there.

The results should be fed back to the residents, their representatives, staff and other stakeholders.

National Care Standards Care Homes for Older People: Standard 5 - Management and Staffing.

This recommendation was made on 18 September 2015

This recommendation has been met.

8. The service should establish methods and systems in order to ensure that residents and their representatives can contribute to the assessment and quality of management and leadership for the home.

National Care Standards Care Homes for Older People: Standard 5 - Management and Staffing.

This recommendation was made on 18 September 2015

This recommendation has been met.

7 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

8 Enforcements

We have taken no enforcement action against this care service since the last inspection.

9 Additional Information

We reviewed progress in relation to an anonymous complaints which raised concerns about the care home. This was in relation to a lack of activities within the care home and no choices in relation to mealtime arrangements.

We found that the service provided a good range of activities, including outings, with suggestions from family members of places of interest.

We found that residents were supported at mealtimes in relation to food options, including textured diets.

We received documented information which confirmed that the service's water system had been blocked. This related to the use of wipes which had clogged the service's water supply. This has since been rectified.

10 Inspection and grading history

Date	Type	Gradings
18 Sep 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
20 Feb 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and Leadership 3 - Adequate
2 Sep 2014	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 3 - Adequate Management and Leadership 3 - Adequate
28 Mar 2014	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and Leadership 3 - Adequate
31 Jul 2013	Unannounced	Care and support 4 - Good Environment 2 - Weak Staffing 4 - Good Management and Leadership 4 - Good
20 Feb 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good

		Management and Leadership	4 - Good
27 Nov 2012	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good
30 Mar 2012	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 3 - Adequate Not Assessed Not Assessed
12 Dec 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed Not Assessed Not Assessed
18 Oct 2010	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed Not Assessed Not Assessed
10 Mar 2010	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed 5 - Very Good Not Assessed
28 Oct 2009	Announced	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed 4 - Good Not Assessed
30 Mar 2009	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good
20 Mar 2009	Announced	Care and support	4 - Good

		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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