

Darnley Court Care Home Service

787 Nitshill Road
Darnley
Glasgow
G53 7RR

Telephone: 0141 876 0144

Type of inspection:
Unannounced

Completed on:
24 February 2021

Service provided by:
HC - One Oval Limited

Service provider number:
SP2016012770

Service no:
CS2016349791

About the service

Darnley Court is registered to provide a care service to a maximum of 120 people of whom 60 will be older people with mental health problems. Inclusive in the total numbers are three places for specifically named people under 65. The provider is HC-One Oval Limited.

The home is located in Glasgow and is near to public transport facilities. Car parking is available in the grounds of the home.

The building is purpose-built with accommodation over two levels. There are four separate units which have access to their own enclosed garden areas. All bedrooms are provided on a single occupancy with en-suite toilet facilities.

The mission statement of the service is "We are the Kind Care Company supporting those in care to lead their best life. Our Mission: Be the 1st Choice for Families, our colleagues and our Commissioners, serving at the heart of each community".

This was an unannounced focused follow-up inspection to evaluate how well people were being supported during the COVID-19 pandemic. Please see previous related inspection report 26 January 2021.

The inspection was carried out by inspectors from the Care Inspectorate. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic.

We carried out the following activities:

An environmental inspection of the premises.

Interviewed the depute manager and care staff.

Examined records relating to the promotion of infection prevention and control.

At the time of inspection there were 52 people living in the care home.

What people told us

We observed warm, caring interactions between staff working within the service and people living there. We spoke with residents who confirmed they felt safe and well cared for. Comments included -

"The staff are great."

"It's still good here, the girls would do anything for you."

"I'm new here, but they have made me welcome."

We did not have the opportunity to speak with carers during this visit.

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

Requirements

Requirement 1

By 23 February 2021, provider must ensure that all service users experience a safe, clean and well maintained environment. In order to demonstrate this:

- The system used to check care equipment, particularly mattresses and chair cushions must provide clear detail of expected standards.
- The management team must observe staff practice when they are checking care equipment and cleaning fixtures and fittings to confirm that practice is acceptable.
- Records of feedback by management to staff must be kept of when practice is observed that relates to checking of care equipment and cleaning of fixtures and fittings.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment." (HSCS 5.22) and "I experience high quality care and support because people have the necessary information and resources." (HSCS 4.27).

This order is to comply with:

Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 "A provider must make proper provision for health, welfare and safety of users."

This requirement was made on 26 January 2021.

Action taken on previous requirement

We were pleased to find that schedules and audits for the cleaning of fixtures and fittings, care equipment, mattresses and chair cushions had been effectively developed and put into practice. This included a three times daily walk round of the service, and direct observations of housekeeping and care staff practice. The findings of these direct observations and daily walk rounds, had helped the management team to identify and prioritise areas of staff practice that needed addressed. To further enhance this, housekeeping and care staff for each unit had been directly involved in assessing and identifying areas where increased cleaning was needed.

The service had also developed weekly training sessions to show how to clean care equipment in line with good practice. This included practical demonstrations to reinforce expected standards for the cleaning of mattresses and chairs. By doing this type of training along with the observations of practice, it had contributed to an overall strengthening of staff practice and understanding of infection prevention and control.

Records of management feedback to staff had been put in place for staff observations. This included the checking of staff practice when cleaning care equipment and fixtures and fittings.

The improvements made by the service, means that people living in the home will experience an environment that is safe, clean and well maintained.

The above findings demonstrate that the requirement has been met.

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

To minimise the risk of infection within the service by managing laundry effectively the provider should:

- Review through the service development plan the current limitations of the laundry environment and set up.
- Review potential challenges in managing laundry safely and effectively should number of residents increase or reach capacity.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

This area for improvement was made on 26 January 2021.

Action taken since then

This will be looked at during next inspection. Progress will be monitored through regular contact with the service.

Previous area for improvement 2

To ensure residents are supported to stay well and always receive care and support in line with best available guidance, the service provider should ensure:

- All care staff undertake refresher training in infection prevention and control and the use of personal protective equipment, with the emphasis on underpinning knowledge.
- Learning and knowledge should be evaluated through supervision, observations of practice and quality assurance processes.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

This area for improvement was made on 26 January 2021.

Action taken since then

This will be looked at during next inspection. Progress will be monitored through regular contact with the service.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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