

Darnley Court Care Home Service

787 Nitshill Road
Darnley
Glasgow
G53 7RR

Telephone: 01418 760 144

Type of inspection:
Unannounced

Completed on:
4 May 2022

Service provided by:
HC-One No. 1 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, who were resident in the home on 12 February 2020. The provider is HC-One.

The home is located in Glasgow and is near to public transport facilities. The building is purpose-built with accommodation over two levels.

There are four separate units, which have access to their own enclosed garden areas and a car park to the front. At the time of the inspection, one unit was not operational.

At the time of the inspection, there were 71 people living in the care home.

This was a focused inspection to focus on the requirement from the last inspection. The last inspection was 16 March 2022.

This inspection was carried out by an inspector from the Care Inspectorate.

What people told us

People were positive about their care.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	not assessed
How good is our leadership?	not assessed
How good is our staff team?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	not assessed

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

This key question was not assessed.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

This key question was not assessed.

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

Requirements

Requirement 1

By 3 March 2022, the provider must ensure that the service is well led, priorities are identified and acted upon to promote positive outcomes for people living in the service. To do this the provider must, at a minimum, ensure:

- The management team implement robust auditing processes, to demonstrate all relevant care plan documentation required to guide staff, is reviewed, and provides comprehensive information in order that they can deliver a safe and quality service to people.
- Quality assurance systems and audits include direct observations of practice.
- A training needs analysis is completed to support the management team to prioritise training. Learning and knowledge should be evaluated through supervision. Training should include, but not be limited to, infection prevention and control, coronavirus update.

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19) and 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.22).

It is also necessary to comply with Regulation 4(1)(a)(d), 10(2)(b) and 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 20 January 2022.

This requirement was made on 20 January 2022.

Action taken on previous requirement

Full care plan audits had been completed, and we saw examples of effective audits which generated tracked follow up action, The auditing of care plans remains an ongoing process.

There had been progress with staff training and development in relation to IPC and other key areas of care. The management team had made additional learning opportunities available to staff. This comprised of online modules and face-to-face training, and included pressure care, falls management, adult support and protection and coronavirus update. Observations of staff practice had been completed, including infection prevention and control (IPC) and skin care. Three designated IPC "champions" had been appointed to enhance existing management oversight and provide additional guidance to staff. There was a clear plan and system for staff training, support, and supervision. Staff were encouraged to reflect on their learning and how this could promote positive outcomes for people.

We concluded that satisfactory improvements had been made and this requirement had been met.

Met - within timescales

Complaints

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

Detailed evaluations

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.