

Darnley Court Care Home Service

787 Nitshill Road
Darnley
Glasgow
G53 7RR

Telephone: 01418 760 144

Type of inspection:
Unannounced

Completed on:
5 October 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. The provider is HC-One. There were 54 people living in the home at the time of our visit.

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.

This was the second focused inspection to review progress on the requirement made following a complaint investigation visit in August 2022. This follow up inspection was carried out by an inspector from the Care Inspectorate complaints team.

What people told us

We did not speak with any people living in the service during this inspection.

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 16 September 2022, the provider must ensure that people's health and wellbeing needs are being accurately assessed, documented and met by all relevant staff. To do this, the provider must, at a minimum:

- Ensure that information and guidance received by staff following a person attending an external health appointment, or an in house visit, is recorded in the care plan and monitored for effectiveness.
- Ensure that the care plan is reviewed and updated on a regular basis to evidence that staff have considered any progress or changes with a person's needs.
- Ensure that care plans are audited to ascertain that medical advice is being followed and recorded in a meaningful way to support the health and wellbeing of a person receiving care.

This requirement was made on 1 August 2022.

Action taken on previous requirement

We sampled care plans and relevant documentation for people living in the home who had either attended an outpatient appointment recently or who had received a GP visit. These were the same plans we reviewed at our visit on 27 October 2022.

At this visit we could see that progress had been made. A system had been put in place to ensure that information was documented following an outpatient appointment, a hospital stay or a visit from the GP.

Any advice given following medical intervention was recorded either on the GP visitor's form or the professional visitor's form. The information was then discussed at the daily flash meetings to ensure that everyone was aware of any need to change the plan of care.

The care plans and risk assessment documentation were updated following a hospital appointment or GP visit. We could see that the professional visitor's record was completed and the information was transferred into the relevant care plan documentation. The care plan was then assessed on a regular basis to ensure that the information was up to date and reflected the current care needs of people living in the home.

Staff had received a coaching session to support them to improve and reflect on their practice. In discussion with staff, they told us that they had learned a lot from the session and now appreciated the importance of good record keeping and updating care plans when needs of people changed following a health professional's advice. They understood their role in ensuring staff knowledge of the needs of people and care plans were kept up to date.

The management team had initiated an audit system for the care plans. This was to support staff to record effectively in care plans and to ensure no information was missing. This process had just started but we were satisfied that enough progress had been made in this area to ensure that care plans did not become out of date and remained reflective of the current assessed needs of the people living in the home.

Met - outwith 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

The provider should ensure that complaints are handled in line with the company Complaints, Concerns and Compliments Policy. Any person who makes a complaint should be kept up to date with progress and receive a formal, comprehensive response to their complaint.

This area for improvement was made on 1 August 2022.

Action taken since then

Not assessed at this inspection.

Previous area for improvement 2

When an antibiotic is prescribed by a health professional, it should be dispensed as soon as possible and administered to the recipient. If pain is expressed by the person, then a pain assessment tool should be put in place to monitor the pain and assess the effectiveness of any medication given.

This area for improvement was made on 1 August 2022.

Action taken since then

Not assessed at this inspection.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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 ਵਿਚ 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.