

Westacres Care Home Service

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Newton Mearns
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Type of inspection:
Unannounced

Completed on:
17 July 2023

Service provided by:
Newark Care

Service provider number:
SP2003002370

Service no:
CS2003010478

About the service

Westacres care home is registered with the Care Inspectorate to provide a care service for 40 older people. The provider is Newark Care.

The care home is situated on a private housing estate in Newton Mearns. The purpose-built property is on three floors, with residents accommodated on the ground and first floor. People have access to well-maintained gardens with seating areas, and some off street parking. The care home is close to local amenities and transport links.

About the inspection

This was a follow up inspection which took place on 5 July 2023 and 17 July 2023. The inspection was carried out by one inspector and a team manager from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we

- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

Follow up inspection from a complaint that has concluded that requirements have been met.

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

Requirements

Requirement 1

By 30 June 2023 you the provider must ensure that any assessed care and support needs are carried out by the people responsible for providing care within the service.

To be completed by: 30 June 2023

This is to ensure care and support is consistent with Health and Social Care Standard 4.14: My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 15 June 2023.

Action taken on previous requirement

The service had split the management of residents across the two floors of the building, so that on the dayshift each nurse was responsible for only the residents on one of the two floors, thereby reducing the number of residents that staff are responsible for.

On the first floor of the care home, the service had established a separate nurses' station which was located in open view within the first floor atrium meaning that the nurse on duty was always clearly visible and accessible.

At the beginning and end of each nurses' shift, there was a check to establish the location and wellbeing of each resident. We noted that this was also documented.

Timing of the nursing handover between shifts had changed so that it took place at a different time from the handover to care staff.

There was an improved information flow between the nursing staff, so that each relevant member of staff was receiving the appropriate and correct information that they required at the point of commencement and termination of each shift.

The care staff handover process had been revised, so that the care staff were made fully aware of what requirements were needed in relation to each resident.

We discussed residents' care with staff who were able to explain the person's care needs, then cross checked with the care plan, and we were satisfied that this concurred.

Met - within timescales

Requirement 2

By 30 June 2023 you the provider must ensure that personal plans for residents identify all risk, health, welfare, and safety needs which documents how needs are met. In order to do this, you must:

Ensure that all information provided including any pre-admission assessment of need, is taken into account when formulating the personal plan, including any relevant information from other agencies.

Ensure that documentation and records are accurate, sufficiently detailed and reflect the care planned.

To be completed by: 30 June 2023

This is to ensure care and support is consistent with Health and Social Care Standard 4.14: My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 15 June 2023.

Action taken on previous requirement

A full care plan audit was undertaken in June 2023, this helped the service to identify areas that required actions so that residents' needs were being appropriately met.

The pre-admission assessment had been updated and now included all information where risks had been identified.

Each admission assessment was now subject to approval and signed off by a second senior nurse, in order to ensure that there is no subjectivity in the clinical assessment.

We checked on the care and support of two residents who tended to walk with purpose across the care home, and we were satisfied that care planning and risks assessments were accurate.

Two residents required to have The Herbert Protocol in place and we checked that this had been completed. The Herbert Protocol is an information gathering tool to assist the police to find a person living with Dementia who has been reported missing as quickly as possible. This was completed in advance where there are potential risks of any resident going missing.

Met - within timescales

Requirement 3

By 30 June 2023, you the provider must ensure that there are robust shift handover procedures in place to ensure that care needs of residents are supported and that all residents are in the building and accounted for.

To be completed by: 30 June 2023

This is to ensure care and support is consistent with Health and Social Care Standard 3.19: My care and support is consistent and stable because people work together well.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 15 June 2023.

Action taken on previous requirement

Shift handovers had significantly changed since our investigation of a complaint. By this we mean the following:

Staff were personally checking how many residents were in the home, with any changes recorded.

Each shift was passing on information verbally and then the information was confirmed by a pro forma that was emailed to the next shift as a form of a permanent recorded.

During each shift care staff were carrying out three visual checks of residents which was recorded as evidence. In addition, the person in charge of each shift carried out a visual check of residents.

Staff were deployed to areas of the home so that they knew what residents they had responsibility for in terms of their care and support.

Staff told us that the security of the building had improved in terms of ensuring that all exit doors were checked and secured.

Timings of shift handover times had been changed so that all staff received handover information about residents across the home.

Met - within timescales

Requirement 4

By 30 June 2023, you the provider must ensure that residents risk assessments clearly identify all potential hazards, and that appropriate actions are in place to keep people safe. In order to achieve this, you must:

Ensure that potential hazards are risk assessed on an ongoing basis, taking into account of the needs of people being supported.

Ensure that potential hazards identified by other agencies are considered in any risk assessment and /or care planning.

Ensure timeous and robust action to mitigate any identified risks.

To be completed by: 30 June 2023

This is to ensure care and support is consistent with Health and Social Care Standard 4.11: I experience high quality care and support based on relevant evidence, guidance and best practice.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 15 June 2023.

Action taken on previous requirement

The maintenance person was now checking all exit doors twice per day and taking a photograph of each panel to confirm that each door had been checked.

The maintenance person was able to confirm staff training regarding checks and the required documentation to be completed.

Management were going to check the documents monthly, however we had suggested that this should be more frequent, perhaps weekly, with a random physical check included in this oversight or audit process.

There had been a full risk assessment audit undertaken in June 2023, across care plans and risk assessments. The documentation concurs with this, so that all residents had the correct information in place to provide their care and support.

Pre-admission document had been adjusted to capture any risks from family members or other agencies.

The introduction of The Herbert Protocol in place was an information gathering tool to assist the police to find a person living with dementia who has been reported missing as quickly as possible. This will be completed in advance where there are potential risks of any resident going missing. We observed a risk assessment that clearly provided staff with what to do in the event of a person going missing. Our second visit concurred that this protocol had been completed.

Met - within timescales

Requirement 5

By 30 June 2023, you the provider must ensure that there is robust leadership in place by the person in charge of each shift, that will ensure effective oversight of the care and support of residents. This must include quality assurance activities and effective, suitable shift handover procedures.

To be completed by: 30 June 2023

This is to ensure care and support is consistent with Health and Social Care Standard 3.14: I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 15 June 2023.

Action taken on previous requirement

Actions regarding this requirement are also linked to requirement 2 and 3.

Met - within timescales

Requirement 6

By 30 June 2023, you the provider must give notice to the Care Inspectorate regarding the death of a service user, and any allegation of misconduct which warrants investigation, dismissal or other disciplinary action. To achieve this you the provider must:

- ensure that you comply with guidance relating to notification reporting.
- ensure that managers responsible for notifications and reporting to the Care Inspectorate, adhere to the guidance within the appropriate timescales.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011 No 210: Welfare of users 4. - (1) A provider must -

(a) make proper provision for the health, welfare and safety of residents and SSI 2011/210 regulation 9(1) - requirement about fitness of employees & SSI 2011/28 regulation 4(1)(b) - requirement about records, notifications and returns.

This requirement was made on 15 June 2023.

Action taken on previous requirement

From our conclusion of the complaint investigation carried out on 13 April 2023, we tracked notifications on our systems and were satisfied that the provider was now following the correct process for notifying the Care Inspectorate in accordance with procedure. All responsible staff had been familiarised with this guidance.

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.

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