

# Inspection report

## Thistleknowe Care Home Care Home Service

55 Head Street  
Beith KA15 2EU

**Inspected by:** Margaret Speirs  
**(Care Commission Officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 4 September 2008

**Service Number**

CS2007152799

**Service name**

Thistleknowe Care Home

**Service address**55 Head Street  
Beith KA15 2EU**Provider Number**

SP2008009523

**Provider Name**

Scotcare LLP

**Inspected By**Margaret Speirs  
Care Commission Officer**Inspection Type**

Unannounced

**Inspection Completed**

4 September 2008

**Period since last inspection**

3 Months

**Local Office Address**Suite 3  
Sovereign House  
Academy Road  
Irvine  
KA12 8RL

## **Introduction**

Thistleknowe Care Home came under new ownership in November 2007 and is privately owned under the company name of Scotcare LLP. The home is situated in the town of Beith, North Ayrshire and can provide care for up to 13 older people. Of the 13 places a maximum of 2 may be to provide respite care.

The service's Aims, Objectives and Principals state:-

- We, the provider, shall meet all of your assessed needs in relation to accommodation, meals, activities, support, care, including where applicable, nursing care.
- The service that you receive shall be flexible and designed to meet your needs as specified in your care plan and detailed in your personal plan. We shall employ and ensure that at all times sufficient qualified and suitably trained and experienced staff are available to deliver the service.
- The service that you receive shall comply with the relevant Care Standards, and shall promote the principles behind the Care Standards, which include dignity, privacy, choice, safety, realising potential, equality and diversity.
- You and your representative shall be consulted on all significant proposals which affect your life or comfort and your views shall be taken into account.
- You and your representative shall be offered a range of opportunities to give your views, make comments and offer ideas, both individually and in groups, about the service provided.

Based on the findings of this inspection the service has been awarded the following grades:  
Quality of Environment - 3 - Adequate

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website ([www.carecommission.com](http://www.carecommission.com)) for the most up-to-date grades for this service.

## **Basis of Report**

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission.

Views of service users

Service users were not consulted at this visit.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon

requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a medium RSA score and so a medium intensity inspection was required.

This service may receive a number of inspections over the year 08/09. This inspection was based upon specific requirements made at the previous inspection on 10 June 2008 with regards to infection control concerns.

During the inspection process

Staff at inspection

The inspection was carried out by Care Commission Officers M Speirs and C Crowe between 9.30am and 10.30am on 4 September 2008.

Evidence

The Officers focussed on touring the building to ensure the concerns raised had been acted on.

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at: <http://www.carecommission.com/>

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

### **Action taken on requirements since last Inspection**

The service submitted an urgent action plan in relation to requirements made under Quality Statement 2.2 of the previous inspection report. Further recommendations/requirements made at the 10 June inspection will be followed up at the next unannounced visit.

Several infection control issues within the home were raised as part of this inspection and a further inspection of the environment will take place within 2 months.

This had been acted on and good improvements had been noted.

- Thorough cleaning had taken place throughout the home.
- The laundry had been re-organised with colour coded bins and disposable bags now in use. A secure key-pad entry system had also been installed.
- New carpeting had been laid and a Rug Doctor cleaner had been purchased.
- Toiletries and creams in communal toilet areas had been removed.

- Some walls/doors had been freshly painted.

Further improvements had taken place:

- The smaller lounge had been redecorated
- A new wet room had been completed on the first floor
- Weeding had taken place in the garden

The provider advised of further improvements taking place including further painting work and additional new carpeting.

- Infection control policies/procedures did not reflect up to date best practice. Information regarding where to access current best practice guidance was provided to the owner and manager.

This had been acted on. The service had adapted and adopted the best practice guidance from Health Protection Scotland.

- Risk assessments were not found to be in place with regards to the workman carrying out jobs within the premises.

This had been acted on and a risk assessment was completed and submitted.

### **Comments on Self Assessment**

The service's self assessment had been completed prior to the announced inspection in June 2008.

### **View of Service Users**

Residents were observed but not consulted with at this visit.

### **View of Carers**

No relatives/carers were consulted with at this visit.

**Quality Theme 1: Quality of Care and Support**

**Overall CCO Theme Grading: 0 - Not Assessed**

## **Quality Theme 2: Quality of Environment**

### **Overall CCO Theme Grading: 3 - Adequate**

#### **Statement 2: We make sure that the environment is safe and service users are protected**

##### **Service Strengths**

All residents were provided with residency agreements which was included in the newly formatted welcome brochure. A range of policies and procedures were in operation which supported staff practice including Health & Safety, Visitors, Whistleblowing, Protection of Vulnerable Adults, Restraint and Staff Recruitment & Selection. Staff personal files showed that they were recruited following best practice to reduce risks to service users.

A secure entry system was in operation and staff requested proof of identification on the Officers arrival at the care home. Regular fire risk assessments were carried out, monthly fire drills took place and a safety audit on the building was carried out on a weekly basis. Those individuals who completed the Care Standards questionnaires indicated that they felt safe and secure in Thistleknowe.

The owner provided the Officers with details of the planned short term improvement programme which was underway. Resident's rooms were in the process of being refurbished and those viewed were bright, fresh and tastefully decorated. Problems with water ingress had been resolved with the roof being repaired and those areas affected were in the process of being renovated. A new wet room was near completion on the 1st floor and other areas highlighted included resident's communal areas. The kitchen was found to have a high standard of cleanliness and the chef ensured restricted access to this area to prevent contamination. One resident, new to the home, when asked, advised that he was happy with his room and the way it was decorated.

Staff duty rotas clearly identified staff members and their roles within the service.

New infection control procedures had been introduced throughout the home which was clean, tidy and fresh. Some flooring had been replaced and walls and woodwork given a fresh coat of paint. The service had adapted the best practice guidance from Health Protection Scotland for use within the home.

Risk assessments were being carried out with regards to workmen carrying out jobs within the home in order to reduce the risks to service users.

##### **Areas for Development**

The owner and manager had made good progress with regards to resolving infection control issues within the care home. See recommendation 1.

##### **CCO Grading**

3 - Adequate

##### **Number of Requirements**

0

**Number of Recommendations**

1



**Quality Theme 3: Quality of Staffing**

**Overall CCO Theme Grading: 0 - Not Assessed**

**Quality Theme 4: Quality of Management and Leadership**

**Overall CCO Theme Grading: 0 - Not Assessed**

**Regulations / Principles**

**National Care Standards**

**Enforcement**

There has been no enforcement action against this service since the last inspection.

**Other Information****Requirements****Recommendations**

The owner and manager should ensure that the good practices now in place with regards to safety and infection control issues is maintained. National Care Standards 'Care Homes for Older People', Standard 4.2 and 4.3 - Your environment.

**Margaret Speirs**

**Care Commission Officer**