

The Haining Nursing Home Care Home Service

Vellore Road
Maddiston
Falkirk
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Telephone: 01506 896610

Type of inspection:
Unannounced

Completed on:
11 March 2024

Service provided by:
ION Care and Support Services Limited

Service provider number:
SP2016012737

Service no:
CS2016348045

About the service

The Haining Nursing Home is provided by Ion Care and Support Services Limited. The care home is registered to provide care for 34 older people. At the time of our inspection 33 people were living in the home. The service offers a permanent home to people as well as a "step-down" service which promotes re-enablement in preparation for people returning home after a hospital stay. The service registered with the Care Inspectorate in September 2016.

The home is a traditional listed manor house set in large garden grounds. It is situated in the village of Maddiston, which is within the Falkirk Council area. The majority of bedrooms have en-suite toilet and shower facilities. There are also communal toilet and bathing facilities around the home. It offers a variety of communal and private areas including a dining room, sitting rooms, and spacious bedrooms that people can personalise to their own taste.

About the inspection

This was an unannounced visit which took place on 11 March 2024 between 09:30 and 15:00. This inspection was undertaken to follow up on requirements made after a complaint investigation which took place on 24 October 2023. The inspection was carried out by two inspectors from the Care Inspectorate.

Key messages

- A full environmental audit had been undertaken and a comprehensive action plan had been developed to identify maintenance, cleanliness and safety concerns. This identified priority areas for improvement
- A tracking mechanism was in place to identify which work had been completed and which work was scheduled

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

Requirements

Requirement 1

By the 16 January 2024, the provider must ensure that people live in a clean, safe and well-maintained premises.

To do this, the provider must, at a minimum:

- Carry out an environmental audit of the care service to identify all furnishings, fixtures, fittings and equipment which present as a hazard, cannot be effectively cleaned and/or do not meet expected standards.
- Develop a SMART action plan to address maintenance, cleanliness and safety concerns, detailing the immediate measures in place to remove hazards and/or reduce any risks associated with the hazard.
- Maintain and update the SMART action plan to evidence that hazards and concerns are being prioritised and addressed timeously.
- Implement ongoing robust maintenance and safety checks to ensure the premises is clean, safe, well-maintained, and in good decorative order.

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: regulation 4-requirement for records all services must keep, and SS1 2011/210 regulation 4(1)(a)-requirement for the health and welfare of service users.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state: '5.22 I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.'

This requirement was made on 24 October 2023.

Action taken on previous requirement

This requirement was made following the issue of an additional finding letter during a complaint visit. Upon receipt of the letter, the provider submitted an action plan detailing how this requirement would be addressed to ensure good outcomes for people experiencing care.

A comprehensive audit of the care home environment had been undertaken and has identified repairs and decoration which are required to improve the environment for people living in the service. This had informed a detailed action plan and has also identified priority areas of improvement. Some work had already been completed and this was recorded where necessary. Where work involved external organisations, the action plan detailed when visits or work were due to take place.

The plan was being revisited and updated on a weekly basis by the manager and maintenance staff to assess progress, whilst also identifying and recording new areas of improvement required. This should ensure the ongoing focus on maintaining and improving the environment for people experiencing care and support.

This requirement has been met and we will continue to monitor improvements at the next inspection.

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

To ensure people experience safe care and support where management have a good oversight and monitoring of the service, internal quality assurance should be improved.

- There should be a system which effectively enables areas for improvement to be promptly and accurately identified.
- Where areas for improvement are identified an action plan is developed detailing timescales and the person responsible.
- Staff completing audits should receive training, to ensure that audits make improvements to the service.

This area for improvement was made on 24 October 2023.

Action taken since then

This was a focused inspection and we did not review this area for improvement.

Previous area for improvement 2

To ensure ancillary staffing levels are appropriate to safely meet the needs of people living in the home, leaders should carry out a review of ancillary staffing hours.

This area for improvement was made on 24 October 2023.

Action taken since then

This was a focused inspection and we did not review this area for improvement.

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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