

Centenary House Care Home Service

128 Dundyvan Road
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Telephone: 01236441114

Type of inspection:
Announced (short notice)

Completed on:
14 December 2023

Service provided by:
Rossa Home Care Ltd

Service provider number:
SP2022000076

Service no:
CS2022000111

About the service

Centenary House is a care home for older people. The provider is Rossa Home Care Ltd. The home is registered to provide care and support for 28 people. There were 19 people living there at the time of our inspection.

The home is over two levels with lift access. There are lounge and dining areas on both floors. Two bedrooms have en-suite facilities, however there is an agreed action plan with the Care Inspectorate to carry out work to provide an en-suite facility in each bedroom.

Some areas of the home require updating and this work is also part of the action plan agreed with the Care Inspectorate

About the inspection

This was a follow up inspection which took place on 14 December. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection, we reviewed information about this service. This included previous inspection findings, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we spoke with the manager and reviewed documents.

Key messages

- . Care plans were updated and continue to be developed
- . Health care needs were appropriately recorded in care plans.
- . Reviews of care plans had been completed by the Health and Social Care partnership.
- . Quality Assurance process's were in place and improved,

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

Requirements

Requirement 1

By 28 August 2023 extended to 9 October 2023, you must ensure that people experiencing care experience a service which is well led and managed and which results in better outcomes for them through a culture of continuous improvement, underpinned by robust and transparent quality assurance processes. This must include but is not limited to:-

- (a) Ensuring appropriate and effective leadership of the service;
- (b) Ensuring that people experiencing care have their assessed care and support needs monitored, managed, and met; and
- (c) Implementing effective action planning to address areas of required improvement that are identified by quality assurance processes. These should include appropriate timescales for completion and review of action to be undertaken, and ensuring staff are accountable for and carry out required remedial actions. This is in order to comply with Regulation 3 and 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 12 July 2023 and not met in previous inspections

This requirement was made on 12 July 2023.

Action taken on previous requirement

The manager had made efforts to carry out assurance checks within the home that focused on:

Training, Environment Care Plans and change of need. Deadline and review dates were present to ensure continued evaluation. Care Plans reviewed by Shirine Carrigan were also reviewed by Tom Simmonds which confirmed change of needs are being monitored.

Met - outwith timescales

Requirement 2

This requirement was made

By 28 August 2023 extended to 9 October 2023, you must promote the health, welfare and safety of care by ensuring that all personal plans, risk assessments and related recording tools are accurate and contain sufficient detail to inform staff of people's individual social, emotional and physical support needs in all aspects of daily living and that these needs are appropriately met. This must include but is not limited to ensuring that:

- (a) Recording accurately reflects the current health, social and emotional care needs, preferences and abilities of each person experiencing care and the support required to meet those needs;
- (b) Records accurately reflect any identified risks to the health of people experiencing care and includes an assessment of these risks and the steps that are to be taken to reduce and/or mitigate the identified risks;
- (c) Records reflect the effectiveness of the implementation of the care required by people experiencing care as set out in their personal plans and other recording tools and this information is used to inform review; and
- (d) Regular reviews of personal plans, risk assessments and related recording tools are carried out at least once in every six month period, and more often when there is a significant change in the health, welfare or safety needs of people experiencing care and that the records of people experiencing care are updated accordingly.

This is in order to comply with Regulation 3, Regulation 4(1)(a) and Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 12 July 2023.

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Action taken on previous requirement

Care plans gave a good indication of who the person was and what their outcomes were. Daily logs contained up to date information about the care and support offered with date and time. People's health observations were taken and recorded regularly. As a result, people could be assured that if their health deteriorated this could be picked up pro-actively and early intervention applied.

Risk assessments had been updated so people's health and safety needs could be responded to and met.

Stress and distress plans were in place however, these could be improved by better recording and ensuring that all the behaviours that were part of the person's distress are highlighted. Additionally, record how best to support the person when these behaviours are present.

Six monthly reviews had been carried out by the HSCP however, this should also be a priority for the service to ensure they have met their statutory requirements and that they have an overview of people's progress on outcomes being met. This will ensure people's needs were being monitored and supported.

Met - outwith timescales

Complaints

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