

Woodside Care Home Care Home Service

Woodside Street
Coatbridge
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Telephone: 01236442000

Type of inspection:
Unannounced

Completed on:
28 March 2024

Service provided by:
Woodside Carehomes Ltd

Service provider number:
SP2007009228

Service no:
CS2007143254

About the service

Woodside Care Home provides care and support for up to 84 people with a range of physical and cognitive impairment. At the time of inspection there were 66 people living in the home.

The aim of the service is to: "Promote person-centred care, where care is designed around every service user to promote independence, respect, privacy, and encourage service users, families, and friends to maintain close relationships."

The service was registered in 2007 and is provided by Woodside Care Homes Ltd. The home is situated within close proximity to Coatbridge town centre with access to local transport links and amenities.

The home is purpose-built and comprises of three units over two levels, with a passenger lift providing access to the first floor. All rooms provide single en-suite facilities, and people are encouraged to bring their own furnishings to personalise their bedrooms. Each unit has a communal lounge and dining area, as well as smaller quieter lounges for residents and visitors to use. There is a secure garden area with seated areas for people to enjoy in the better weather.

About the inspection

This was an follow up inspection which took place on 28 March 2024 from 09:00 until 12:30. The inspection was carried out by one inspector from the Care Inspectorate. This inspection was to follow up on a requirement which was made in a complaint report in January 2024.

Key messages

The service has reviewed the 'as required' medication practices and documentation since the requirement was made and improvements have been made.

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

Requirements

Requirement 1

By 20 February 2024, the provider must ensure that medication is managed in a manner that protects the health and wellbeing of service users.

To do this the provider must as a minimum:

- a) Ensure that there is a robust protocol in place for 'as required' medication indicating what the medication is prescribed for and alternative supports to be tried before administering the medication. The alternative supports should reflect those identified in the person's stress and distress care plan;
- b) Ensure that recording of the administration of 'as required' medication reflects best practice, including the effect the medication has had;
- c) Ensure that the use of 'as required' medication is regularly reviewed and audited by managers. This should consider the regularity of the administration of this medication and whether this needs to be reviewed by medical staff;
- d) Ensure that staff are knowledgeable and follow policy and best practice about medication administration records and documentation.

This is to ensure care and support is consistent with Health and Social Care Standard 1.15: My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

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 23 January 2024.

Action taken on previous requirement

The provider has undertaken a review of each person's 'as required' medication and people now have a personal protocol in place detailing the 'as required' medication which has been prescribed and for what purpose. This has given a more accurate guidance to staff on the purpose of the medication and when it should be administered. This information is now linking into the reviewed stress and distress care plans. The care plans now have strategies recorded which is giving guidance to staff on how to try and reduce people's distress before medication interventions are used.

When 'as required' medication is administered, the staff are now recording in the medication administration record if this is having the desired effect. This allows an overview of the 'as required' prescribed medication and provides information to determine if a review of medication is required.

All staff who are responsible for administering medication have been instructed to read the organisations medication policy. This has acted as a reminder to staff to adhere to current best practice when administering medication.

We are now confident that staff are more aware of the current best practice when considering and administering 'as required' medication and guidance is available to them.

Met - within 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

In order to ensure good outcomes for people experiencing support, the provider should ensure that observations are taken and recorded when people are presenting as unwell. Notes should reflect how often these observations should be undertaken to ensure clarity for staff.

This is to ensure care and support is consistent with Health and Social Care Standard 1.13: I am assessed by a qualified person, who involves other people and professionals as required.

This area for improvement was made on 23 January 2024.

Action taken since then

The provider has introduced the use of the RESTORE 2 assessment tool. This tool assists in assessing a person's health and identifies any deterioration. The tool provides guidance to staff on how frequently observations should be taken and when to escalate if clinical signs change.

Previous area for improvement 2

To improve outcomes for people, the provider should ensure that stress and distress care plans identify known and potential triggers for the person, and what strategies should be used to effectively support the person.

This is to ensure care and support is consistent with Health and Social Care Standard 1.15: My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

This area for improvement was made on 23 January 2024.

Action taken since then

The provider has undertaken a review of people's care plans who experience stress and distress. The care plans are now providing more detailed information on what triggers the stress and distress reactions and also strategies which are to be tried, to try and reduce the stress and distress being experienced. This is giving better guidance to staff on how to manage such situations.

Complaints

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

To find out more

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