

Cumnor Hall Care Home Service

18 Racecourse View
Ayr
KA7 2TY

Telephone: 01292 266 450

Type of inspection:
Unannounced

Completed on:
13 March 2024

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Service no:
CS2003001313

About the service

Cumnor Hall is registered to provide a care home service to a maximum of 31 older people living with dementia. The provider is Church of Scotland Trading as Crossreach.

The property is a detached villa which is situated close to Ayr town centre, with substantial enclosed gardens. There is easy access to a range of community resources. All bedrooms are single occupancy with one double bedroom for use by people with a significant relationship. There is a passenger lift, to access the first floor.

At the time of inspection 29 residents were living in the home.

About the inspection

This was a follow up inspection to assess progress regarding a requirement which was made following an upheld complaint investigation by the Care Inspectorate in November 2023.

The inspection took place on 13 March 2024, it was carried out virtually by one inspector 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 the manager and reviewed the new processes which had been implemented since our last visit to the home.

Key messages

The requirement made following a complaint investigation has now been met.

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

Requirements

Requirement 1

By 31 December 2023, the provider must ensure the healthcare needs of people living at Cumnor Hall are met. To do this, the provider must, at a minimum ensure:

- a) protocols are in place for staff to follow when there is a change to a person's presenting condition
- b) staff seek timely and appropriate medical advice.

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 17 November 2023.

Action taken on previous requirement

Since this requirement was made, senior staff within the home have received further guidance regarding the need to ensure timely and appropriate medical advice is sought when there is any change to a person's presentation.

Care plans have been updated to reflect the need to seek external guidance when there is any change in presentation.

Notification reports sent to the Care Inspectorate confirmed staff are contacting external healthcare professionals for advice and guidance.

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

The manager should ensure:

- when people are admitted to hospital, they have access to their own personal belongings
- communication with families/next of kin is improved regarding people's personal belongings when living at the home, or when hospital admission is required.

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: My care and support meets my needs and is right for me.

This area for improvement was made on 17 November 2023.

Action taken since then

This was not assessed at this inspection.

Previous area for improvement 2

The manager should ensure:

- care plans are fully implemented to keep people safe
- the service must be able to clearly evidence the input from staff to keep people safe.

This is to ensure care and support is consistent with Health and Social Care Standard 1.23: My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.

This area for improvement was made on 17 November 2023.

Action taken since then

This was not assessed at this inspection.

Previous area for improvement 3

To further the improvement journey, the service should continue to develop and embed their quality assurance system. This should include but not be restricted to:

- internal quality assurance systems effectively identify any issues that have a potential negative impact on the health and welfare of people supported, and ensure these are timeously addressed
- quality audits and action plans, including care planning, finance and medication, must be accurate, up to date and ensure they lead to the necessary action to achieve improvements without delay
- systems for the monitoring of practice such as supervision, appraisal, and practice development are implemented in accordance with organisational policies
- service management have a clear overview of staff training, including identified gaps.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

This area for improvement was made on 1 September 2023.

Action taken since then

This was not assessed at this inspection.

Previous area for improvement 4

The service provider must ensure all staff receive training appropriate to their role and have been assessed as skilled and competent. To do this the provider must, at a minimum, ensure:

- a) Staff receive induction and training relevant to their role and the needs of residents.
- b) Monitoring of staff competence through training, supervision, and direct observations of staff practice.
- c) Keep accurate records of all training completed to evidence that staff have the required skills, knowledge and qualifications for their role.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: "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." (HSCS 3.14)

This area for improvement was made on 1 September 2023.

Action taken since then

This was not assessed at this inspection.

Previous area for improvement 5

To keep people safe, and promote their health and wellbeing, communication and recording in relation to health and wellbeing needs should be consistent across the service. This should include, but not be restricted to, monitoring charts being fully completed, detailing information in relation to food and fluid charts, why they are in place, actions required, and evidence of action being taken if targets not achieved.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support because people have the necessary information and resources." (HSC 4.27)

This area for improvement was made on 31 May 2023.

Action taken since then

This was not assessed at this inspection.

Previous area for improvement 6

To support people's nutrition and hydration needs effectively, the provider should review and develop the management of mealtimes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible." (HSCS 1.35)

This area for improvement was made on 31 May 2023.

Action taken since then

This was not assessed at this inspection.

Previous area for improvement 7

To improve the consistency of support for people, the provider should explore and clearly define roles and responsibilities for each grade of staff. This should include the functions of the keyworker, as well as management and staff roles.

This is ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My care and support is consistent and stable because people work together well." (3.19)

This area for improvement was made on 31 May 2023.

Action taken since then

This was not assessed at this inspection.

Previous area for improvement 8

In order to maximise use of the garden facilities, the provider should ensure the garden is resident ready. This should include, but is not limited to, putting in place a schedule for cleaning furniture, ensuring it is clean and free from stains.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment." (HSC 5.24)

This area for improvement was made on 31 May 2023.

Action taken since then

This was not assessed at this inspection.

Previous area for improvement 9

To protect people from the risk of infection, the provider should assess the storage of housekeeping equipment and related paperwork, ensuring the identified space is fit for purpose and able to be effectively cleaned. All storage areas should be free from clutter, with equipment regularly cleaned and easily accessible.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My environment is secure and safe.' (HSCS 5.17)

This area for improvement was made on 31 May 2023.

Action taken since then

This was not assessed at this inspection.

Previous area for improvement 10

The provider should ensure personal plans are up to date, responsive, person-centred, and take account of choices and preferences. Information should be clear and consistent, giving guidance on support to be provided.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My personal plan is right for me because it sets out how my needs are to be met, as well as my wishes and choices." (HSCS 1.15)

This area for improvement was made on 31 May 2023.

Action taken since then

This was not assessed at this inspection.

Complaints

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

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