

Burnfoot Coach House Care Home Service

Ecclefechan
Lockerbie
DG11 3LG

Telephone: 01576 300 661

Type of inspection:
Unannounced

Completed on:
24 May 2024

Service provided by:
Mead Medical Services Limited

Service provider number:
SP2003002327

Service no:
CS2004073607

About the service

Burnfoot Coach House is registered to provide a care service to a maximum of 19 older people with mental health problems, and to provide a care service to a maximum of 38 older people in Burnfoot Hall. The service is provided by Mead Medical Services Limited.

Burnfoot Coach House is a period stone villa with modern extension over two floors, with access between floors via lift or stairs. The home is situated outside the village of Ecclefechan set within 20 acres of parkland and gardens.

The home is divided into four smaller homely areas: The Hall and Annan View (38 bedrooms); Dalton Green (10 bedrooms), and Hoddam Heights (9 bedrooms). Each has their own living room and dining area. All bedrooms have ensuite toilets with wash hand basin, and many had ensuite shower facilities. Shower and bathing facilities are available for people to use when required.

There is access to a variety of gardens for people and their visitors to use. The home has ample parking at the front of the property.

At the time of inspection, there were 56 people living in the home.

About the inspection

This was an unannounced follow-up inspection which took place on 24 May 2024 between 10:00 and 15:30 hours. The inspection was carried out 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 four people using the service and one family member
- reviewed four questionnaires returned by people supported
- spoke with five staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- We observed kind and caring interactions between people living at the home and the staff.
- The management of medication had improved.
- We re-evaluated how well the provider was supporting people's wellbeing as a result of the requirement being met.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We re-evaluated this key question from adequate to good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

We have reported on our findings under the following section:

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

The requirement had been met in relation to safe administration of medication.

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

Requirements

Requirement 1

By 10 May 2024, the provider must ensure the health and wellbeing of people by ensuring safe administration of medication.

In order to do this, the provider must, at a minimum, ensure:

- a) medication is given in a manner that allows people to get the intended benefit of the medication;
- b) people should receive the agreed doses of their medication each day;
- c) people receive their medication at the time that is right for them; and
- d) ensure effective systems are in place to assess and monitor medication management.

This is to comply with Regulation 4(1)a) and (d) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19) and 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This requirement was made on 14 March 2024.

Action taken on previous requirement

The provider had improved their management of medication within the home.

To improve the system the management team had communicated with the local GP surgery and pharmacy.

People's medication administration system (MAR) charts were amended to ensure people were prescribed medication at a time that best suited them. This reduced the risk of people missing their medication, for example early morning or late evening when they may be asleep.

Meetings took place with staff members who administered medication to ensure they were included in discussions and the changes were clearly communicated.

The system to order and return medication had been reviewed and improvements made.

Documentation within people's medication records were easy to understand. Staff were detailing if medication was omitted and the reason for this. The administration of 'as required' medication had also been recorded in more detail.

Staff continued to complete medication training and competency checks were carried out to support them in their role.

Medication audits were completed, and any areas identified were included within an action plan until concluded.

We discussed with the manager how staff could further improve the system by recording the specific time medication is administered to ensure the appropriate interval between dosages.

We concluded that sufficient measures had been taken to improve the management of medication within the home resulting in improved outcomes for people supported.

Met - within timescales

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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