

# Burnside Care Home Care Home Service

Borrowmuirhills  
Laurencekirk  
AB30 1HW

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**Type of inspection:**  
Unannounced

**Completed on:**  
13 August 2024

**Service provided by:**  
SCCL Operations Limited

**Service provider number:**  
SP2014012299

**Service no:**  
CS2014326117

## About the service

Burnside Care Home is a care home service for older people. The registered provider is Anavo Group. The home provides a care service to a maximum of 57 older people. Within the maximum of 57 places, two places may be provided for named adults under the age of 65.

The service occupies a purpose-built home on two floors in a residential area of the village of Laurencekirk in south Aberdeenshire.

## About the inspection

This was a follow up inspection which took place on 13 August 2024. 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 (in passing) and one of their family (also in passing). We spoke with two staff and one member of the management team. We also reviewed documents.

## Key messages

The service had been working hard to improve the support provided to residents who were prescribed topical medications.

Topical Medication Administration Records (TMAR) had been fully reviewed to ensure that the prescription was clear and the accompanying body map highlighted where topical medication should be applied.

The management team had started to work on auditing and improving clinical oversight.

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

### Requirements

#### Requirement 1

By 18 July 2024, the provider must ensure that topical medication is managed in a manner that protects the health and wellbeing of service users. In order to do this the provider must:

- a) Ensure that the service maintains a system for topical medications that is safe and complete. This must include an accurate record of all prescribed topical medications entering and leaving the service.
- b) Ensure that topical medicines are administered as instructed by the prescriber.
- c) Regularly review the efficacy of topical medication with the person for whom it is prescribed, ensuring that other health professionals are updated as appropriate.
- d) Demonstrate that staff follow policy and best practice in respect of topical medication administration records and documentation.
- e) Ensure that staff receive training and refresher training appropriate to the work they perform.
- f) Ensure that managers are involved in the audit of topical medication records.

**This requirement was made on 24 April 2024.**

#### Action taken on previous requirement

There had been a specific focus on peoples' personal care and topical medications. It was positive to see oral care included as a focus area. It would be important for the provider to review their policy to ensure clearer guidance for staff.

Staff supervision had taken place and followed up where necessary. It would be important for senior staff to be mindful of confidentiality when storing completed supervision records.

The senior carer showed us how she has set out the TMAR. Highlighter pen had been used to demonstrate where on the body the topical medication should be applied. The improved format included clear directions, which were easier for staff to follow. We found that people had been well supported with their topical medications and there had been a significant improvement in documentation.

It was also positive that topical medications had been added to 'things to do today' for each unit. This ensured that senior staff had strong oversight of peoples' topical medication and were able to identify any concerns at an early stage.

The service had recently introduced a new electronic care planning system. The acting deputy manager told us that this would support improved clinical oversight at service level when fully up and running.

**Met - outwith timescales**

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

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