

# Thorney Croft Care Home Service

12 Sycamore Way  
STRANRAER  
DG9 7BY

Telephone: 01776 888660

**Type of inspection:**  
Unannounced

**Completed on:**  
29 August 2024

**Service provided by:**  
Park Homes (UK) Limited

**Service provider number:**  
SP2006008483

**Service no:**  
CS2021000293

## About the service

Thorney Croft is registered to provide a non-nursing care service to a maximum of 60 older people over the age of 65 years. The provider is Park Homes (UK) Limited.

The home was purpose built and is located in a residential area, overlooking the town of Stranraer. Local amenities are within walking distance of the home. A car park is available to visitors.

Accommodation is split into six small group living areas that provide 10 bedrooms. Each unit includes a shared bathing/shower room and access to communal lounges and dining/kitchen area. All bedrooms have en-suite toilet and sink facilities.

The home covers two floors serviced by a passenger lift and a staircase. There are large reception and atrium areas which provide space for visiting and activities to take place. The ground floor has access to a large, enclosed garden with seating.

At the time of the inspection 58 people were living in the home.

## About the inspection

This was an unannounced inspection to review requirements made as a result of complaints upheld which took place on 29 August 2024 from 11:45am to 18:00pm. 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, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we spoke with staff and management observed practice and daily life and reviewed documents.

## Key messages

The care provider must ensure staffing arrangements are safe.

The care provider must ensure people's wellbeing and safety needs are met.

The care provider must ensure people's health and wellbeing benefits from their care and support.

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

### Requirements

#### Requirement 1

By 22 August 2024, to ensure that people's care and support needs are met effectively, the provider must ensure staffing arrangements are safe.

To do this, the provider must, at a minimum:

- a) regularly assess and review people's care and support needs
- b) demonstrate how the outcome of people's assessments are used to inform staffing numbers and arrangements
- c) implement quality assurance systems to evaluate people's care experiences and assess if staffing arrangements are effective in providing responsive, person-centred support.

This is in order to comply with section 7(1)(a) and section 7(2)(e) of the Health and Care (Staffing) (Scotland) Act 2019.

To be completed by: 22 August 2024

This is to ensure care and support is consistent with Health and Social Care Standard 4.23: I use a service and organisation that are well led and managed.

This is in order to comply with:

Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

**This requirement was made on 21 June 2024.**

**Action taken on previous requirement**

We confirmed the IoRNS staffing tool was being used however we were concerned that the tool did not consider when changes to people's care needs happened daily.

People were left during mealtimes without support as staff were busy in other areas of the home and buzzers were not being answered timeously.

Staff were unavailable to provide the support when requested by residents and also to those in bedrooms requiring support during mealtimes.

We discussed with the manager the need to have more accurate information to demonstrate people's changing needs and also how direct observations which are recorded may also assist with this process.

This requirement has not been met and we agreed to extend this to 7 October 2024.

**Not met****Requirement 2**

To ensure people's health, wellbeing and safety needs are met the care provider must at a minimum:

- a) ensure staff respond to people's calls for assistance without delay.
- b) ensure there is a written contingency plan and risk assessment available to all staff to ensure essential equipment is available and people's care needs are not compromised.
- c) ensure there is a sufficient supply of essential equipment, in working order
- d) ensure management implement a system of ongoing review of repairs and maintenance to be carried out and actions to be taken.

To be completed by: 22 August 2024

This is to ensure care and support is consistent with Health and Social Care Standard 4.14: My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.

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 21 June 2024.**

**Action taken on previous requirement**

People's calls were being responded to. The service contingency plan did not confirm risk assessments are in place to guide staff in how people will be supported when equipment breaks down.

Additional call bells and sensor mats were now available however there were insufficient hand held devices available for staff to record information about people's care and support needs.

Whilst we observed progress had been made to ensure there were additional call bells and sensor mats available in the event of equipment breakdown. We noted progress could be made to ensure detailed risk

assessments were implemented prior to incidents of equipment failure. This would ensure there is accurate information to guide staff to safely support people when equipment breaks down.

The requirement has not been met and we have agreed to extend this to 7 October 2024.

## Not met

### Requirement 3

By 22 August 2024, to ensure people's health and wellbeing benefits from their care and support the provider must at a minimum:

- a) Provide a range of meaningful activities taking into account people's individual abilities, choices and preferences.
- b) Ensure there are meaningful opportunities for 1 to 1 engagement for those individuals who are isolated in their rooms, taking into account their individual choices and preferences.
- c) Ensure outcomes achieved as a result of participation in activities are clearly recorded in personal plans.
- d) Ensure an activity plan is developed from people's interests and hobbies.
- e) Ensure there are opportunities for people to be physically active.

To be completed by: 22 August 2024

This is to ensure care and support is consistent with Health and Social Care Standard 1.25: I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors.

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 21 June 2024.**

### Action taken on previous requirement

A new activities coordinator was in place. Work was underway to repurpose the day care centre within the care home to accommodate a range of group and one to one activity sessions.

The activities coordinator was facilitating a range of taster sessions to help establish people's interests and activities they would like to be involved in. These included arts and crafts, "wake up and warm up sessions", bingo and early evening wind down sessions.

During a discussion with the manager we were told there are plans to utilise the care home mini bus to get more people out and accessing community activities and resources.

The manager informed us she would be using person centred software to assist her with the analysis and monitoring of activities taking place. Although we found significant improvements with people being offered and participating in activities, there is a need for ongoing monitoring to ensure improvements continue.

### 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

To ensure individuals experience support in accordance with their assessed needs and care plan, the care provider should ensure care staff carry out identified care tasks and effectively monitor and accurately record the support provided.

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 21 June 2024.**

#### Action taken since then

Not assessed as part of this inspection

#### Previous area for improvement 2

People experiencing care should have their health, safety and wellbeing needs met in a dignified and respectful manner and without interruption. To achieve this the care provider should ensure there is clear written guidance in place for staff to follow.

This is to ensure care and support is consistent with Health and Social Care Standard 4.14: My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.

**This area for improvement was made on 21 June 2024.**

#### Action taken since then

Not assessed as part of this inspection.

### 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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