

Balhousie Brookfield Care Home Service

37 Maule Street
Carnoustie
DD7 6AB

Telephone: 01241 853 855

Type of inspection:
Unannounced

Completed on:
29 October 2024

Service provided by:
Balhousie Care Limited

Service provider number:
SP2010011109

Service no:
CS2012307953

About the service

Brookfield Care Home is part of the Balhousie Care Group and is situated in the Angus seaside town of Carnoustie. It is registered to provide a care service to a maximum of 27 older people on a permanent and short-term/respite basis. All but one of the bedrooms has en-suite facilities. The home is on two floors and has a passenger lift and access to all floors.

People have access to a lounge on each floor, a conservatory and a smaller seating area overlooking the rear gardens. The service provides personal care and support but not nursing care.

The home has access to a range of local amenities. The home provides a warm and friendly environment for residents and visitors.

About the inspection

This was an unannounced inspection which took place on 29 October 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. This was a follow up inspection to review action taken to address one requirement and three areas for improvement made at a previous inspection.

In making our evaluations of the service we:

- spoke with five people using the service and three of their family
- spoke with four staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Recruitment practices had improved and reflected safer recruitment guidance.
- The driveway had been redesigned to provide clear designated parking areas.
- There had not been any progress to enable people to freely access outside space.
- Further support was required to ensure that recent training in adult protection procedures had helped to ensure staff understood their role and responsibilities.

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

Requirements

Requirement 1

By 30 June 2024, you must ensure that all staff have been safely recruited following both best practice guidance and Balhousie policy and procedures. In particular, you must:

- a) ensure PVG checks are carried out on all new employees; and
- b) access two satisfactory references, with one being the most recent employer.

This is in order to comply with Regulation 9(1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This requirement was made on 6 May 2024.

Action taken on previous requirement

During this inspection we reviewed recruitment records for staff who had been appointed and commenced employment since our last inspection.

The provider was able to demonstrate that all recruitment checks had been completed, reviewed and authorised prior to staff commencing in post.

A recent audit of all existing personnel files had helped to ensure all documentation was complete.

We were satisfied that a more robust process was in place which would help to ensure people are safe.

Met - outwith 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 that people are safe and protected from harm, the manager should ensure that;

- all staff including ancillary staff complete training in adult support and protection
- staff are knowledgeable about the Providers policies and are confident raising concerns promptly.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention' (HSCS 3.1) and 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This area for improvement was made on 6 May 2024.

Action taken since then

Staff had received further training in adult support and protection. There was a new manager in place who was supporting staff to understand their roles and responsibilities. The manager should consider how they assess staff knowledge in this area to ensure they are confident at recognising and raising concerns in order to keep people safe.

We will review this area again at a future inspection.

Previous area for improvement 2

The provider should ensure that people can regularly, freely, and safely access outdoor space to maintain their health and wellbeing.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can independently access parts of the premises I use and the environment has been designed to promote this' (HSCS 5.11) and 'If I live in a care home, I can use a private garden' (HSCS 5.23).

This area for improvement was made on 6 May 2024.

This area for improvement was made on 6 May 2024.

Action taken since then

There had not been any further progress to meet this area for improvement. We discussed plans with the managers. A survey was planned with the estates manager and an architect to consider how people could safely access outside space when they wanted to and when safe to do so. The manager told us that staff regularly gave people opportunities to get outside.

This area for improvement has not been met and we will review again at future inspections.

Previous area for improvement 3

To ensure the safety of people accessing and exiting the home, the provider should take measures to improve the surface of the drive and car parking area. Furthermore, they should ensure that control measures are in place to allow for safe walkways for people across all external areas.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I can independently access the parts of the premises I use and the environment has been designed to promote this' (HSCS 5.11) and 'My environment is safe and secure' (HSCS 5.19).

This area for improvement was made on 25 July 2023.

Action taken since then

The driveway had been redesigned to provide clear designated parking areas and disabled access.

The area had been resurfaced to provide a safer area to walk or to use wheelchairs.

This area for improvement has been met.

Complaints

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

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