

Ochil Care Home Care Home Service

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Telephone: 01738 441 100

Type of inspection:
Unannounced

Completed on:
17 December 2024

Service provided by:
Barchester Healthcare Ltd

Service provider number:
SP2003002454

Service no:
CS2007142952

About the service

Ochil Care Home is a purpose built home situated within a residential area on the western outskirts of Perth. It is registered to provide care to a maximum of 81 residents.

The home is on two floors comprising 4 separate units: Memory Lane, a 23 bedded unit for older people with a diagnosis of dementia and Glendevon unit, a 7 bedded unit for younger adults with a high level of physical disabilities are located on the ground floor.

There are 2 units on the first floor, one is Loch Leven/ Menzies (23 beds), the other is Scone/Huntingtower (28 beds). These units provide nursing and respite care for 51 older people. Each unit has its own charge nurse.

All rooms are en-suite, the home has its own hairdressing salon and there is a well maintained, secure garden for residents to enjoy.

About the inspection

This was an unannounced inspection which took place on 17 December 2024. 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. This report should be read in conjunction with the previous report dated 31 October 2024.

In making our evaluations of the service we:

- reviewed medication documents;
- reviewed audit procedures;
- reviewed training records;
- spoke informally with four staff and management;
- observed practice and daily life.

Key messages

- Refresher training in medication procedures had been delivered across the staff team.
- Medication audit procedures had been improved.
- The service's medication policy, including disciplinary procedures, was now fully implemented.

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

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| 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

This inspection focussed on improvements required from the inspection on 31 October 2024.

We have detailed the progress in these areas under the following section of this report:

- what the service has done to meet any requirements we made at or since the last inspection.

We have re-graded the service in recognition of the requirement met. Grades have been moved upward, as we evidenced that the previous grade of 'adequate' is now 'good'.

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

Requirements

Requirement 1

By 2 December 2024, the service provider must ensure people have their medication administered in a safe way, in order to maintain their health and wellbeing:

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

- a) review medication practice;
- b) ensure staff have the appropriate knowledge, guidance and training for administering medication and for completing medication administration records accurately;
- c) implement a robust system to oversee and audit medication practice.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations for Care 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);

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19).

This requirement was made on 18 November 2024.

Action taken on previous requirement

We saw evidence of medication training which showed a realistic balance with very few staff still requiring input. Further training in clinical support now also included medication refreshers delivered by a national pharmacy. We also read a spread sheet of staff competency checks. There were now peer checks after each medication round, this was recorded and audited by manager.

The manager told us, and we saw written evidence, of disciplinary action being taken on those who had made administrative errors.

We sampled Medication Administration Records and these were completed in line with good practice guidance.

We could see from the evidence that the service had taken prompt action to address this requirement in its entirety and we, therefore, assessed it as 'met' in full.

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

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| 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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