

# Rannoch Lodge Care Home Care Home Service

Rannoch Drive  
Condorrat  
Cumbernauld  
Glasgow  
G67 4ES

Telephone: 01236 729 273

**Type of inspection:**  
Unannounced

**Completed on:**  
15 November 2024

**Service provided by:**  
Greene Care Homes Ltd

**Service provider number:**  
SP2015012426

**Service no:**  
CS2015334976

## About the service

Rannoch Lodge Care Home caters for up to 46 older people. It is situated in the Condorrat area of Cumbernauld, close to public transport links.

Residents' bedrooms have wash-hand basins or ensuite facilities. The care home is on one level and has communal areas including dining area, conservatory and an enclosed garden. The provider is Greene Care Homes Ltd.

## About the inspection

This was an unannounced inspection which took place on 23 October and 15 November 2024. The inspection was carried out by an 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 focussed, follow up inspection. At our previous inspection, in June 2024, we were concerned that the provider's recruitment processes required improvement around how references were processed. We made a requirement on obtaining work references when appointing new staff. This included comparing information on applications with details of referees provided, confirming references received were genuine and refresher training for relevant staff. The provider was also obliged to review all successful applications since September 2023 to confirm references were appropriate and, where not, take remedial action.

At our first visit, on 23 October, we could see progress had been made on the requirement. However, because there had been few staff appointments in previous months, we concluded there was not enough evidence to properly evaluate the requirement. On our second visit, on 15 October, we were provided with additional recruitment files which allowed us to make an evaluation the provider's progress on the requirement.

We consider the requirement fully met. For more information, see 'What the service has done to meet any requirements made at or since the last inspection.'

In making our evaluations of the service we:

- spoke with managers and staff involved in the recruitment process
- reviewed documents including recruitment files.

**Key messages**

- The provider had revised its approach to employment references and now followed safe recruitment practice.
- The provider's reviews of applications since September 2023 had been completed.
- Relevant staff had had refresher briefings on their role in recruitment.

**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 good is our staff team?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our staff team?

4 - Good

At our previous inspection we gave an overall evaluation of adequate for the key question on staffing because of our concerns on how employment references were processed by the provider.

We are satisfied that this weakness has been fully addressed and have revaluated recruitment as good from adequate. This gives the service an overall evaluation of good for this key question.

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

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

### Requirements

#### Requirement 1

By 14 October 2024, the provider must demonstrate safer staff recruitment and selection procedures to safeguard people who use the service and meet legal requirements.

In order to do this you must:

1. Ensure that information obtained in references is compared with the application form for accuracy.
2. Verify references from applicants' previous employers as genuine.
3. Provide training for staff involved in recruitment and selection.

In addition, you must review staff appointments made since 30 September 2023 with specific regard to employment references received and accepted by you in successful appointments. Where any of these have not been verified, you should take action to remedy this and record details of such actions.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011 No 210: 6(1) & regulation 7(1) & regulation 9 (1) and regulation 9(2)(a) requirement about fitness of provider, manager and employees.

**This requirement was made on 14 June 2024.**

#### Action taken on previous requirement

Recruitment files reviewed showed provider had compared details on application forms to referees details provided by applicants. Where there was any question on the validity of referees, the issues were clearly noted together with actions taken to remedy these. In addition, the provider had taken a robust approach to reviewing appointments since September 2023. This included identifying gaps or errors and taking appropriate, retrospective actions to correct these. Relevant staff had had refreshers on recruitment.

**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 support and develop the quality of support and care provided, the provider should ensure all audits, evaluation and observations have clearly identified actions for improvement together with timescales and confirmation of completion.

This is in order to comply with: Health and Social Care Standard 4.11: 'I experience high quality care and support based on relevant evidence, guidance and best practice'.

**This area for improvement was made on 14 June 2024.**

#### Action taken since then

Not assessed at 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).

## Detailed evaluations

How good is our staff team?	4 - Good
3.1 Staff have been recruited well	4 - Good

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