

Lomond View Care Home Care Home Service

Lomond View Care Home
Falkland
Cupar
KY15 7AR

Telephone: 01337 857 521

Type of inspection:
Unannounced

Completed on:
22 November 2024

Service provided by:
Holmes Care Group Scotland Ltd

Service provider number:
SP2020013480

Service no:
CS2023000108

About the service

Lomond View Care Home is a well established care home for people over the age of 65, situated in the residential area of Falkland, Fife. It is close to local transport links, shops and community services.

Each floor has its own communal sitting and dining areas and a passenger lift. Bedrooms are all ample size and have en-suite toilet and shower facilities. The home benefits from well kept, landscaped surrounding garden areas, with garden seating available for residents' use.

The service is provided by Holmes Care Group Scotland Ltd.

About the inspection

This was an unannounced inspection which took place on 22 November 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. In making our evaluations of the service we: • spoke with three people using the service • spoke with four staff and management • observed practice and daily life • reviewed documents

Key messages

The service had taken some meaningful work in meeting the requirements

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

Requirements

Requirement 1

By 10 November 2024, the provider must make proper provision for the health, welfare and safety of people using the service. In particular the provider must:

- a) must make such arrangements as are necessary, for the provision to service users of adequate services from any health care professional
- b) ensure any suspected injuries or illness are appropriately escalated to other healthcare professionals.
- c) ensure adequate assessment of suspected injuries or illness by senior staff working in the service.

This is to ensure care and support is consistent with Health and Social Care Standard 1.13: I am assessed by a qualified person, who involves other people and professionals as required.

This is in order to comply with:

Regulation 4(2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 16 October 2024.

Action taken on previous requirement

We saw that recent referrals to Other Healthcare Professionals had been undertaken in an appropriately timely manner. Two residents had recently been admitted to hospital. These cases had been appropriately handled via contact with emergency services. Adequate assessment of potential injuries or illness had been undertaken prior to making escalation decisions.

The manager advised us that there are now regular General Practitioner or Advanced Nurse Practitioner "rounds" to enable timely responses to potential illness/injury. This enables direct and prompt responsive care. The service should continue to build on these improvements to ensure this practice is embedded.

Met - within timescales

Requirement 2

By 10 November 2024, the provider must make proper provision for the health, welfare and safety of people using the service. In particular, the provider must:

- a) ensure that all individuals who require moving and handling equipment are provided with adequate supplies of appropriate equipment to meet their needs
- b) ensure that all staff have received training appropriate to meeting individual's moving and handling needs and that competency assessments are regularly undertaken
- c) ensure that there are regular quality assurance processes to ensure equipment is safe and available to individuals.

This is to ensure care and support is consistent with Health and Social Care Standard 1.23: My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.

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 16 October 2023.

Action taken on previous requirement

The service had purchased appropriately sized moving and handling equipment (slings) for most residents for whom this is required. There remained some outstanding deliveries of equipment.

The service plans to label all slings to ensure individual use and the prevention of the incorrect sling usage and the risk of accidents. We did not find that slings had been labelled on the day of our visit, therefore there remained a risk of incorrect sling usage.

On inspection, we did not see that all residents for whom a sling was required, had two slings available. We saw a collection of unlabelled slings in linen storage for staff to collect. This meant there remained the risk of incorrect sling usage. Particularly where new or agency staff are required to undertake manual handling assistance.

We saw that the staff team had been provided with additional Moving and Handling training which included a competency assessment. Moving forward regular competency assessments are planned for all staff via practice observations. This should be part of the service's overall improvement plan.

A sling register had been prepared for Quality Assurance purposes. This should be regularly reviewed to ensure slings are readily available to residents and are safe/fit for purpose.

Overall oversight and Quality Assurance of moving and handling practice and equipment should continue to be embedded in practice.

We have extended this requirement until 8 December 2024

Not met

Requirement 3

By 10 November 2024, the provider must make proper provision for the health, welfare and safety of people using the service. In particular, the provider must:

- a) ensure any and all unexplained injuries are subject to full investigation to establish the cause of the individual's injury and any necessary improvements or changes to practice
- b) ensure the outcomes of investigations are used to inform the services improvement plan
- c) ensure all factual information is notified to the Care Inspectorate.

This is to ensure care and support is consistent with Health and Social Care Standard 4.19: I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

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 16 October 2023.

Action taken on previous requirement

We saw that for one resident a potential injury had been identified and appropriate enquiries were made to ensure a full explanation.

There was no opportunity for the Care Inspectorate to assess parts of this requirement as there had been no unexplained injuries since the initial investigation. The service must ensure that responsive action is taken to ensure any unexplained and potential injuries are fully investigated moving forward. This was part of the management teams improvement plan.

We saw recent notifications to the Care Inspectorate were detailed and fully reflective of the "Incident" or "Injury to service user". This showed improvements to notifications.

Met - within timescales

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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