

Carmichael House Care Home Service

10 Dudhope Terrace
Dundee
DD3 6HG

Telephone: 01382 223337

Type of inspection:
Unannounced

Completed on:
20 December 2024

Service provided by:
Carmichael House (Dundee) Limited

Service provider number:
SP2023000434

Service no:
CS2023000421

About the service

Carmichael House is a care home for older people in a pleasant residential area of Dundee. It is located close to the city centre, with nearby access to a local park and various amenities. The home is a large Victorian style detached building on two levels, with access to the upper level via a passenger lift or stairs. There is a small garden to the front of the house and a large area to the rear. The provider's philosophy states: "We strive to create settings where residents' individuality is acknowledged, where privacy and dignity are respected, where residents can feel safe and secure." The service re-registered under a new provider on 13 December 2023 and is registered for a maximum of 17 older people.

About the inspection

This was an unannounced inspection which took place on 20 December 2024 between 10am and 12.30pm. The inspection was carried out by two inspectors from the Care Inspectorate. At this inspection we were assessing the progress made in addressing concerns identified during a complaint investigation.

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.

Key messages

The provider had taken some action to address concerns identified during our visit on 12 December 2024. Additional heaters had been purchased and placed around the care home.

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

Requirements

Requirement 1

By 31 May 2024, the service provider must ensure that quality assurance and audit processes are carried out regularly, in line with the service provider's policies and procedures.

This must include, but is not limited to:

- a) assessment of the service's performance through effective audits
- b) where audits identify issues, any actions needed must be clearly identified
- c) outcomes achieved from audit-identified actions must be clearly stated.

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

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19); and "I use a service and organisation that are well led and managed" (HSCS 4.23).

This requirement was made on 8 February 2024.

This requirement was made on 8 February 2024.

Action taken on previous requirement

We did not assess this requirement at this visit.

Not assessed at this inspection

Requirement 2

By 2 February 2025, the service provider must ensure that water is supplied and maintained at temperatures suitable for the needs of people using the service.

This is to comply with Regulation 10 (2) (a) and (b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210), a regulation regarding the fitness of premises.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"The premises have been adapted, equipped and furnished to meet my needs and wishes" (HSCS 5.18); "I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices" (HSCS 5.23); and "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS 5.24).

This requirement was made on 11 November 2024.

Action taken on previous requirement

We did not assess this requirement at this visit.

Not assessed at this inspection

Requirement 3

By 19 December 2024, the provider must ensure that the care home is warm enough to support people's health and wellbeing.

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

- a) source an adequate and safe means of heating the care home to an acceptable temperature;
- b) source a reliable means of measuring the ambient temperature in all areas of the care home being used by residents, including en-suite facilities;
- c) regularly monitor the temperature in all areas of the care home being used by residents at least twice daily, including overnight until the heating system is fully functional;
- d) provide staff with written guidance on the actions to be taken when optimum temperatures are not being met;
- e) identify any external doors or windows that require to be appropriately sealed or repaired to exclude draughts;
- f) communicate the actions being taken to address the current heating issues with people's representatives.

To be completed by: 19 December 2024

This is to ensure care and support is consistent with Health and Social Care Standard 5.19: My environment has plenty of natural light and fresh air, and the lighting, ventilation and heating can be adjusted to meet my needs and wishes.

This is in order to comply with:

Regulation 10(2)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 12 December 2024.

Action taken on previous requirement

The heating system in the care home continues to be out of operation. The provider told us he is continuing to explore options for its repair or replacement.

Additional heaters had been sourced since our visit on 12 December 2024 and we found the temperature to be comfortable in most areas of the care home. Thermometers had been placed in people's rooms and in communal areas of the home and temperatures were being monitored. Guidance had been put place for staff however we asked for this to be strengthened with action to be taken should adequate temperatures not be maintained.

Some areas of the care home, such as en-suite facilities and some bedrooms, continue to be cold.

Some windows continue to have drafts, and appropriate action requires to be taken to ensure they can be fully closed with no drafts, while still being able to be opened when required.

A notice had been placed on the internal notice board advising relatives of the ongoing issues with the heating system. The provider agreed to ensure contact details were added to this to enable relatives to make contact and ask questions. We would encourage the provider to ensure all relatives/representatives are contacted and provided with regular updates on the progress being made with the heating system. While we recognise the providers immediate actions to ensure people's comfort, the requirement has not been met.

We have restated the requirement with a date of 2 February 2024.

Not met

Requirement 4

By 02 February 2025, the provider must ensure that people maintain good standards of personal hygiene to support their health and wellbeing.

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

- a) review people's support needs with them, and when appropriate their representatives, to ensure support plans reflect their needs, choices and preferences for personal care;
- b) ensure staff are provided with written guidance on the steps to be taken to provide people with hot water for washing when this is not available from the tap in their en-suite;
- c) ensure records of daily care are completed with sufficient detail to enable effective audit and evaluation of care delivery to be carried out.

To be completed by: 02 February 2025

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 is in order to comply with:

Regulation 4(1)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 12 December 2024.

Action taken on previous requirement

We did not assess this requirement at this visit.

Not assessed at this inspection

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 assist the manager in improving quality assurance and audit processes, the service provider should consider further support for the manager in carrying out their duties. This will help ensure that people's health and wellbeing is comprehensively monitored and improve outcomes for people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19); and "I use a service and organisation that are well led and managed" (HSCS 4.23).

This area for improvement was made on 8 February 2024.

This area for improvement was made on 8 February 2024.

Action taken since then

We did not assess this area for improvement at this visit.

Previous area for improvement 2

In order to support good outcomes for people experiencing care, the manager should involve residents and their representatives in a review the provision of activities to ensure these are meaningful and in line with their needs, choices and preferences. Information about the activity plan should be visible and easily accessible to people living in the care home.

This is to ensure care and support is consistent with Health and Social Care Standard 2.11: My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions.

This area for improvement was made on 12 December 2024.

Action taken since then

We did not assess this area for improvement at this visit.

Complaints

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

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