

John Street House Care Home Service

38 John Street
Kirkintilloch
Glasgow
G66 2HE

Telephone: 01417 777 708

Type of inspection:
Unannounced

Completed on:
9 May 2025

Service provided by:
East Dunbartonshire Council

Service provider number:
SP2003003380

Service no:
CS2003000797

About the service

John Street House is a small care home for 11 adults who have learning disabilities and mental health difficulties. The service is located in a residential area of Kirkintilloch near to public transport links and some local shops. This service is operated by East Dunbartonshire Council.

The purpose-built building provides accommodation at ground level. There are two spacious lounge areas, a central communal dining room, 11 en-suite single bedrooms and three small kitchen areas. There is also a large kitchen that staff use to prepare meals for people.

About the inspection

This was an unannounced inspection which took place on 9 May 2025. The inspection was carried out by two inspectors from the Care Inspectorate. This inspection was to follow up on a requirement made at a previous inspection.

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 five staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Infection prevention and control practice and procedures had improved.
- Staff had participated in further training and development work relating to infection prevention and control.
- Replacement furnishings had been purchased and further orders were awaiting delivery.
- Cleaning practices had notably improved to support the physical and mental wellbeing of people experiencing care and staff.
- Repairs and maintenance had been carried out, which was ongoing to ensure the safety of people and staff.
- Quality assurance processes and actions were further enhanced to ensure compliance to infection prevention and control procedures and cleaning schedules.

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 well do we support people's wellbeing?	3 - Adequate
How good is our setting?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

3 - Adequate

We re-evaluated quality indicator 1.5, 'People's health and wellbeing benefits from safe infection prevention and control practice and procedure' of this key question from weak to adequate, where strengths only just outweighed weaknesses. This was due to the progress the provider had made to improve practice and procedures related to this requirement.

Please see section, 'What the service has done to meet any requirements made at or since the last inspection' which can be found later in this report for further detail of the improvements made.

How good is our setting?

4 - Good

We re-evaluated 4.1 of this key question from adequate to good. This was due to the progress the provider had made in this area of the requirement where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Please see the outstanding requirements section of this report for the progress achieved.

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

Requirements

Requirement 1

By 5 May 2025, the provider must ensure that people are safe and protected by being proactive in ensuring that systems and resources are in place within an environment that is well-maintained and supports good infection prevention and control. In order to do this, the provider must, at a minimum:

- a. ensure that staff are trained, understand and adhere to the contents of the Care Home Infection Prevention and Control Manual (CH IPCM)
- b. ensure the care home environment, furnishings, floor coverings and equipment are kept clean, tidy and in a good state of repair
- c. maintain records of all regular and deep cleaning
- d. implement robust environmental auditing and demonstrate that any issues have been resolved.

This is in order to comply with Regulations 3, 10(2)(b) and (d) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 8(1)(a) of the Health and Care (Staffing)(Scotland) Act 2019.

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

'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 March 2025.

Action taken on previous requirement

The service had worked extremely hard to meet all areas of the requirement.

Staff had participated in Infection Prevention and Control (IPC) training and were able to discuss their learning and refreshed practice. As a result, people could be confident their health and safety was supported by knowledgeable staff.

All staff had read the guidance set out in The Care Home Infection Prevention and Control Manual (CH IPCM). This meant that staff understood the standards and importance of reducing risk of infections for people, staff, and visitors in the care home environment.

The home was visibly clean and free of clutter in most areas. Staff practice was checked by the manager and monitored using observation, discussions, and some new equipment to highlight hand hygiene

practices. This had led to improvement and the raising of standards to protect people.

The weekly deep clean of the home was completed by the facility manager and overseen by the care home manager. This happened on a rotational basis for different areas of the home. The carpets in the hall and throughout the home would be replaced the following week of the inspection. The furnishings that were no longer fit for purpose had been disposed of and new furniture ordered. This offered people the opportunity to feel valued and dignified within their surrounds and home.

Environment maintenance and repairs had taken place, with more effective systems in place, such as reporting, accountability, and completion times. The service had been greatly supported by the maintenance team. A request for funding replacement furniture has been submitted and agreed by the Health and Social Care Partnership.

The manager had built up effective communications with the facility team's manager, which resulted in a more conducive way of working as a team. Comprehensive repairs which were outstanding had been completed, such as leaking roofs and mould on ceilings. This meant people could benefit from living in an environment that offered comfort and ensured their wellbeing and safety.

The manager and staff completed various audits and daily walkarounds in the home to ensure continuous improvement and problems were highlighted early and addressed.

Met - within 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

The provider should ensure people's wellbeing is supported through regular and planned activities. Group and one-to-one activities should promote positive outcomes for people and meet people's individual choices, wishes and preferences. These should be clearly documented within people's personal plans.

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

'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

This area for improvement was made on 11 March 2025.

Action taken since then

This area for improvement was making progress. **We will look at this further at the next inspection.**

Previous area for improvement 2

The provider should ensure quality assurance processes and audits are in place to support continuous improvement across all areas of the service. Improvement plans and actions should be in place and reviewed timeously to ensure improvements are made and embedded within the care home.

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).

This area for improvement was made on 11 March 2025.

Action taken since then

This area for improvement was making progress. **We will look at this further at the next inspection.**

Previous area for improvement 3

The provider should include feedback from people and use general observations to support decision making around the assessment of staff numbers. This is to ensure responsive care can be provided to all people throughout the day and night. This should take into account the changing needs of people, layout of the building, social opportunities and activities, and be used to inform staffing rotas.

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

'People have time to support and care for me and to speak with me' (HSCS 3.16); and 'I am confident that people respond promptly, including when I ask for help' (HSCS 3.17).

This area for improvement was made on 11 March 2025.

Action taken since then

This area for improvement was making progress. **We will look at this further at the next inspection.**

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

How well do we support people's wellbeing?	3 - Adequate
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	3 - Adequate
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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