

Haddington Care Home Care Home Service

Mill Wynd
Haddington
EH41 4EU

Telephone: 01620 674 880

Type of inspection:
Unannounced

Completed on:
23 June 2021

Service provided by:
Haddington Care Ltd

Service provider number:
SP2017013005

Service no:
CS2017361356

About the service

Haddington Care Home is a newly built privately owned care home registered in June 2018 to provide a care service to a maximum of 68 older people of whom 1 may be receiving respite care and 1 specific younger service user, as agreed at registration. The service provider is Haddington Care Ltd.

At the time of this inspection the service was being provided to 53 residents.

Accommodation is provided over three floors. There is lift access to the upper floors.

The current care home part of the accommodation includes, 68 bedrooms, with en suite facilities including wet rooms. A call system is in place for each room and at points throughout the home including bathrooms and toilets.

The decor has been done to a modern standards and dementia friendly colouring has been used in toilets. There was good natural daylight in the home and there is access to an outside raised terrace and lower terrace with gardens. .

Sitting and dining areas are on each floor and there are other small sitting areas throughout the home where in addition to their bedroom residents could meet family and friends in private There was also a café area which can be used by residents and their families.

There is a reception area with a manager's office and a visitors toilet. Nursing stations/offices are on each floor as are bathing and toilet facilities. Kitchen, laundry and staff areas are on the ground floor.

The aims of the service are as follows:

Haddington Care Home aims to provide each & every resident with a loving, safe & caring community, in order to enrich residents' health, wellbeing and happiness each and every day.

We will contribute to this vision by:

- Creating a safe, comfortable and appropriate physical environment
- Staffing the care home with kind, qualified, able and willing people
- Ensuring that each residents' personal care is the heart of all we do
- Embracing inclusiveness
- Integrating with the families and communities beyond the boundaries of HCH.

Our objectives and goals to achieve these objectives will evolve through a process of consultation and collaboration with residents, relatives and staff and other stake holders.

What people told us

During this visit we spoke with five residents who appeared relaxed and comfortable in the setting. We saw warm and respectful interactions between people and staff throughout the visit.

Some comments included:

Yes ...like it here.

Staff are good and help.
 Can get what you want (for eating and drinking)
 I can go out but it depends what the weather is like.....I have got it all!
 Staff are lovely.

One couple had been out with activity co-ordinators to celebrate their Wedding Anniversary. On returning they commented:

Had a great time! We went to Dunbar for fish and chips.

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 care and support during the COVID-19 pandemic?	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 care and support during the COVID-19 pandemic? 4 - Good

7.2 Infection control practices support a safe environment for both people experiencing care and staff

Our focus in this inspection was to establish if the setting was safe and well maintained during the Covid-19 pandemic. We found that there were a number of important strengths which taken together clearly outweighed and areas for improvement. We concluded the performance of the service in relation to infection prevention and control was good.

People were being supported to maintain contact with relatives and friends. Visiting was well organised and encouraged by the care home in line with the Open with Care guidance. People were also being support to access the community safely. Care plans required to be updated to reflect consultation with people and relatives regarding their preferred visiting options.

Staff were respectful, kind and caring towards people experiencing care. Staff were knowledgeable about people's needs and how they liked to be supported.

People could be confident that appropriate measures were in place to protect them from the risk of infection. The service was clean, fresh and clutter free. Comprehensive cleaning schedules and records were available and completed. Robust quality assurance checks were in place and being carried out by management. There were some toiletries stored in communal toilet areas. The manager removed these at the time of the visit.

Equipment cleaning records were in place for shared equipment. Some equipment required further attention to detail when cleaning.

PPE was in good supply and we saw staff use this appropriately. Additional PPE stations could improve access in some areas.

Alcohol based hand rub dispensers were available throughout the care home and there were hand washing facilities available throughout the service. Staff hand hygiene checks were regularly being undertaken and recorded through management quality assurance audits for infection prevention and control. Where necessary, further support had been offered to staff to promote improvement.

Staff levels met the direct care needs of people. Staff worked well together as a team and communicated effectively. Seating and dining areas were arranged considerately to promote social distancing.

The laundry service promoted the safe management of linen and clothing. However, space was limited and this reduced the distance between used and clean laundry. The manager was aware of this and was looking at suitable alternative options for storage.

Staff uniforms were being laundered in the service and staff changed their clothing on arrival at the service and again on leaving. Staff changing areas were available.

Staff testing for Covid-19 was being carried out in line with current guidance which assisted with the continued protection of people and staff.

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

In order for residents to have safe and effective treatment the service must ensure that the medication management systems are improved. In order to do so the manager should ensure

- a) body maps to direct staff in the administration of topical lotions and creams are fully completed.
- b) staff consistently sign the records to confirm the administration of topical medicines
- c) dates of opening topical creams and lotions are consistently recorded.
- d) handwritten entries on medication charts including any changes as a result of instruction from the GP are signed by two members of staff to verify the information.

This area for improvement was made on 6 May 2019.

Action taken since then

This was not reviewed as part of this inspection.

Previous area for improvement 2

In order for residents to have meals and snacks which meet their dietary needs and preferences the manager should ensure:

- a) the alternative menus are more prominently displayed
- b) menus are available on tables at meal times to inform residents of the choices available
- c) visual choices are offered to residents at meals where they may not be able to choose from the menu.

This area for improvement was made on 6 May 2019.

Action taken since then

This was not reviewed as part of this inspection.

Previous area for improvement 3

In order to ensure that staff have the appropriate training to assist them to meet the health, welfare and safety needs of service users the manager should;

- a) review the current training status of the staff group in particular in regard to management of stress and

distress and nutritional care.

b) identify where there are gaps in training and seek appropriate training for staff

c) ensure that there is a system in place that can support and guide staff in the implementation of any learning in these areas of care in their everyday practice.

This area for improvement was made on 6 May 2019.

Action taken since then

This was not reviewed as part of this inspection.

Previous area for improvement 4

In order to ensure that staff practice is informed by accurate and up to date information there should be a system in place to check that all areas of care plans relevant to the care of the individual have been completed.

This is to ensure that care and support is consistent with Health and Social Care standards 1.15 "My personal plan (care plan) is right for me because it sets out how my needs will be met as well as my wishes and choices," 4.14 " My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event" and 4.15 " I experience stability in my care and support from people who know my needs, choices and wishes, even if there are changes in the service or organisation".

This area for improvement was made on 6 May 2019.

Action taken since then

This was not reviewed as part of this inspection.

Previous area for improvement 5

In order for people to experience high quality care and support that is right for them care plans should be more outcome focussed. This would assist staff to evaluate the plans of care and identify where any changes were needed.

This is to ensure that care and support is consistent with Health and Social Care Standards 1.9 "I am recognised as an expert in my own experiences, needs and wishes" and 1.15 "My personal plan (care plan) is right for me because it sets out how my needs will be met as well as my wishes and choices

This area for improvement was made on 6 May 2019.

Action taken since then

This was not reviewed as part of 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.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	4 - Good

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