

Balhousie Ruthven Towers Care Home Service

Abbey Road
Auchterarder
PH3 1DN

Telephone: 01764 664 192

Type of inspection:
Unannounced

Completed on:
11 July 2023

Service provided by:
Balhousie Care Limited

Service provider number:
SP2010011109

Service no:
CS2010272073

About the service

Balhousesie Ruthven Towers Nursing Home is centrally located in the town of Auchterarder, Perthshire. The service is owned by Balhousesie Care Group and it provides residential and nursing care on both a permanent and short term respite basis.

The home is registered to provide care for 51 residents.

The service is based over five floors in a substantial Victorian mansion-house, which has been extended and adapted to provide accommodation for people requiring nursing and residential care. The building is located in its own grounds and is well maintained and accessible.

The home is close to the town centre and is near to local shops and bus routes. The service brochure states: 'We understand that each individual is unique, with personal likes, dislikes, needs and wants. We therefore tailor our approach and service based entirely on each individual.'

About the inspection

This was an unannounced inspection which took place on 11 July 2023. The inspection was carried out by three 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 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Medication administration practices within the service needed to improve.
- Infection prevention and control (IPC) practices needed to improve.
- The provider was responsive and receptive to our feedback.

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?	2 - Weak
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

2 - Weak

This inspection focussed on improvements required from the inspection on 24 May 2023. We have detailed the progress in these areas under the following section of this report:

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

We have extended the timescales for the medication requirement to enable the provider to further progress necessary improvements. However, we continued to have concerns about the overall standard of cleanliness of the building, and safety of people living there, and have re-graded the service in recognition of the requirements still outstanding. Grades have been moved downwards, as we evidenced that previous grade of 'adequate' is now 'weak.'

Requirements

1. By 25 July 2023, the provider, must ensure that medication is managed in a manner that protects the health and wellbeing of service users.

To achieve this, the provider, must:

- a) ensure that robust systems are in place to audit medication administration practices;
- b) ensure that staff administering medication are confident and competent; and
- c) ensure management of controlled drugs are in line with best practice guidance.

This is in order to comply with Regulation 3, Regulation 4(1)(a) and Regulation 4 (1)(b) and Regulation 4(1)(b) and Regulation 5(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

2. By 25 July 2023, the provider, must ensure that service users experience care in an environment that is safe.

In particular, you must:

- a) ensure all harmful chemicals are stored securely.

This is in order to comply with Regulation 4(1)(a) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'My environment is safe and secure' (HSCS 5.17).

3. By 25 July 2023, you must ensure that service users experience care in an environment that is safe and minimises the risk of infection.

In particular, you must:

- a) ensure that processes such as enhanced cleaning schedules and regular quality assurance checks of the cleaning undertaken are in place;
- b) ensure that clinical waste is stored safely and disposed of in a manner which takes account of the most up-to-date guidance from Health Protection Scotland;
- c) ensure that all personal toiletries are returned to people's bedrooms after use; and
- d) ensure that all pullcords are replaced and cleanable.

This is in order to comply with Regulation 4(1)(a) and (d) and Regulation 10(2)(b) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is in order 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).

How well is our care and support planned?

This inspection focussed on improvements required from the inspection on 24 May 2023. We have detailed the progress in these areas under the following section of this report:

'What the service has done to meet any areas for improvement we made at or since the last inspection.'

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

Areas for improvement

1. To support positive outcomes for people who use the service, the provider should ensure staff are using person-centred language throughout their daily recordings.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice, and follow their professional and organisational codes' (HSCS 3.14).

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

Requirements

Requirement 1

By 2 June 2023, the provider, must ensure that medication is managed in a manner that protects the health and wellbeing of service users.

To achieve this, the provider, must:

- a) ensure that robust systems are in place to audit medication administration practices;
- b) ensure that staff administering medication are confident and competent; and
- c) ensure management of controlled drugs are in line with best practice guidance.

This is in order to comply with Regulation 3, Regulation 4(1)(a) and Regulation 4 (1)(b) and Regulation 4(1)(b)and Regulation 5(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This requirement was made on 24 May 2023.

Action taken on previous requirement

The medication records in the care home were pre-printed MAR (Medication Administration Records) charts supplied by the community pharmacist. Repeat medication was supplied to the care home with the MAR on a 28 day cycle. We saw that there were some handwritten entries in the MAR where people had come into the home outwith the cycle. We observed a handwritten MAR which was potentially illegible. Changes to people's medication, as agreed with their medical professional, were also not properly recorded in the MAR. This could lead to medication errors occurring.

We have extended the timescales for the requirement to enable the provider to further progress necessary improvements.

Not met

Requirement 2

By 2 June 2023, the provider, must ensure that service users experience care in an environment that is safe.

In particular you must:

- a) ensure all harmful chemicals are stored securely.

This is in order to comply with Regulation 4(1)(a) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:
'My environment is safe and secure' (HSCS 5.17).

This requirement was made on 24 May 2023.

Action taken on previous requirement

We continued to find potentially harmful cleaning products in a dining room and satellite kitchen. As detailed in the previous inspection, this presents a risk to the people living in the service.

This requirement remains outstanding. See KQ 1.5

Not met

Requirement 3

By 16 June 2023, you must ensure that service users experience care in an environment that is safe and minimises the risk of infection.

In particular, you must:

- a) ensure that there is a plan in place for the refurbishment of the kitchen area within a reasonable timeframe;
- b) ensure that processes such as enhanced cleaning schedules and regular quality assurance checks of the cleaning undertaken are in place;
- c) ensure that clinical waste is stored safely and disposed of in a manner which takes account of the most up-to-date guidance from Health Protection Scotland; and
- d) ensure that all personal toiletries are returned to people's bedrooms after use.

This is in order to comply with Regulation 4(1)(a) and (d) and Regulation 10(2)(b) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is in order 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 24 May 2023.

Action taken on previous requirement

Overall, we found the standards of cleanliness inadequate to prevent the spread of infection. Cupboard doors in communal areas were stained and the floor in the sluice room was dirty with debris on the floor. A raised toilet seat in a communal bathroom was stained with body fluids. One fridge in a satellite kitchen was unclean and very mouldy. We found that although staff attempted to clean pullcords, they did not have a cleanable surface, and as a result, appeared dirty, and we could not be confident that they were free of contamination. The external clinical waste bins were not locked. This was not satisfactory and could cause risks to staff, people living in the home, and visitors. Personal toiletries had been left behind in a communal toilet. These should always be returned to people's bedrooms after use. These findings were discussed with management who agreed action needed to be taken to ensure the overall standards of cleanliness were improved and maintained.

The kitchen area identified at the previous inspection had been replaced. This element of the requirement is met. However, the other elements of this requirement remain outstanding. See KQ 1.5

Not met

Requirement 4

By 16 June 2023, the provider must ensure that service users experience care in an environment that is safe and minimises the risk of trips and falls.

In particular, you must:

a) ensure that all equipment is removed from corridors and stored safely.

This is in order to comply with Regulation 4(1)(a) and (d) and Regulation 10(2)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is in order 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 5.16).

This requirement was made on 24 May 2023.

Action taken on previous requirement

We found that equipment was no longer stored in the corridors making movement around the home safer for people.

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

To support positive outcomes for people who use the service, the provider should ensure staff are using person-centred language throughout their daily recordings.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice, and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 24 May 2023.

Action taken since then

This area for improvement was 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

Detailed evaluations

How well do we support people's wellbeing?	2 - Weak
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	2 - Weak

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