

Florence House Care Home Service

70 Nimmo Drive
Govan
Glasgow
G51 3SG

Telephone: 0141 445 0422

Type of inspection:
Unannounced

Completed on:
1 October 2020

Service provided by:
Oakminster Healthcare Ltd

Service provider number:
SP2003002359

Service no:
CS2003010458

About the service

Florence House care home is located within a large converted school building in the Govan area of Glasgow. The care home service is provided by Oakminster Healthcare Ltd, and is close to local parks, shops and public transport.

The service provided care and support for up to 56 older people, some of whom required nursing care and of who up to 28 could be adults under the age of 65 years, with physical/sensory impairments and/or mental health needs.

People requiring nursing care were accommodated on the top floor of the home while those with residential care needs were in the middle floor. The newly refurbished ground floor was mainly for people under the age of 65.

Each floor had its own dining and sitting area, communal toilets and baths and a range of small lounges. Access to the upper floors was by lift or stairs. At the time of the inspection there were 47 people using the service. The service aims to; "Enhance the quality of life of residents".

What people told us

People living within the care service at the time of the inspection told us 'they had no concerns'. People said 'I like living here' we are looked after well and 'staff bring lunch and dinner to my room'. Another person said it was 'all ok here'. We looked at review records and those we saw reflected that relatives were happy with care being provided in this care home.

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?	2 - Weak
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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?

2 - Weak

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

We assessed the infection control practices to be of a weak standard. The home had no outbreak of infection at the time of the inspection and current practices had not impacted on people negatively. However, we concluded that unless improvements were made, there could be a risk to the wellbeing of people should an outbreak of infection occur.

Areas of the home were clean and fresh and had been refurbished. Other areas of the home needed refurbishment and we saw handrails and flooring which was in poor condition. Equipment which is in a poor state of repair can harbour germs, is difficult to clean and can add to the risk of cross contamination (see requirement 1).

Cleaning schedules were in place that outlined tasks to be undertaken. We saw evidence of these being signed most of the time, they were not completed for the day we inspected the service. In addition, we saw evidence that some areas of the care home and equipment used by people experiencing care were not clean. This means that people are at increased risk of infection within this environment (see requirement 1).

Bathrooms were clean and fresh. However, they were cluttered with equipment including chairs, bath chairs, wheelchairs, and hoists. This meant that neither staff, essential visitors nor people living in the care home could access handwashing facilities within bedroom areas. We have asked the service to keep these areas clear (see requirement 1).

We saw evidence of risk assessment detailing measures which would reduce potential for spread of infection and promote best practice in infection prevention and control. However, we did not see evidence that these measures were in place.

We saw that equipment to promote hand hygiene was available throughout the care home, however, the sluice in Carrick unit did not have any equipment for staff to dry their hands and no alcohol gel was available in that area of the unit. We found it concerning that this high risk area was not equipped to promote good hand hygiene. Staff took action to address this while we were in the service.

There was a plentiful supply of Personal Protective Equipment (PPE), however the provider did not have a supply of nitrile gloves which should be used to provide personal care. We made the manager aware of this at the time of inspection, PPE was stored on corridor handrails and could easily be contaminated (see requirement 2).

Records provided evidence of all staff having completed Infection Prevention and control training. We did not see evidence of any additional checks being carried out to assess competency. We asked staff to describe the order in which they applied and removed PPE. They were not able to do so to reflect best practice. We found that some staff were not wearing Personal Protective Equipment properly (see requirement 2)

Folders containing best practice guidance had been placed in each unit. The information they held was extensive and the key guidance was out of date. We discussed the importance of ensuring that staff had access to up to date key guidance. We also advised that this was available in a way that was not overwhelming or unachievable for staff to read. The manager agreed to address this.

We also identified the need for staff to have better access to posters issued by Health Protection Scotland. These offer at a glance guidance in hand hygiene, use of PPE and prompts to maintain a clean environment (see requirement 2).

Requirements

1. In order for people in this care home to live in an environment which is safe from the risk of infection, by 26 October 2020, the provider must carry out an environmental audit of the care service.

You must:

- . Carry out an infection control audit of the care home and identify and acting to address any areas of concern to ensure that the environment and equipment is clean.
- . You must take action to identify all areas of the environment which present as an infection control hazard, for example, but not limited to broken hand rails.
- . You must develop a refurbishment plan detailing findings and actions to remove hazards and/or reduce any associated risks with clear timescales for action.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states that: 'My environment is secure and safe' (HSCS 5.17), 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22), and, The Social care and Social Work improvement Scotland (Requirements for Care Services) Regulation 2011(SSI 2011/210 Regulation 4(1)(d) Welfare of Users And Regulation 10(1)(b) Fitness of Premises.

2. In order for people in this care home to remain safe from the risk of infection, the provider must, by 26 October 2020, ensure that all staff, including catering, domestic and laundry staff, are skilled and competent in the correct procedures for the use of appropriate Personal Protective Equipment as detailed in the most recent Health Protection Scotland guidance. You must also ensure that the correct equipment is available for their use, including, but not limited to a supply of nitrile gloves for personal care.

In addition, adequate hand washing facilities must be accessible and fully equipped with liquid soap, disposable towels and alcohol gel.

This is to comply with Regulations 4(1)(a) and (d)(welfare of users and procedures for the prevention and control of infection) and Regulation 9(2)(b) (skills, knowledge and experience of staff) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	2 - Weak
7.2 Infection control practices support a safe environment for people experiencing care and staff	2 - Weak

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