

Westerton Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
30 November 2023

Service provided by:
Westerton Care LLP

Service provider number:
SP2011011715

Service no:
CS2011303316

About the service

Westerton Care Home is a care home for older people located in Bearsden, East Dunbartonshire and is situated near to local amenities and transport. The provider is Westerton Care LLP.

The care home is purpose-built, with five separate units located over three floors. Each unit has a communal lounge, dining areas and shared bathing facilities. All bedrooms within the service are single with en suite toilet and shower facilities.

There are pleasant outdoor areas within the care home grounds.

Located in the basement, are additional recreational facilities for people living in the home and their families to use. This includes a café, a cinema, a hairdressing salon, and a sensory room. There is secure covered parking area for visitors to the care home located at basement level, to the rear of the building.

The aims of the service, are: "To provide the highest standard of care for our service users to retain their independence with the objective of improving the quality of life".

About the inspection

This was an unannounced inspection which took place on 28 and 30 November 2023. The inspection was carried out by two 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.

This was follow up inspection to evaluate progress on two requirements we made at our previous inspection on 5 September 2023.

In making our evaluations of the service we:

- interviewed managers and staff involved in supporting people with medication
- reviewed the service's processes and paperwork on providing safe medication.

Key messages

- The service has revised and improved how it supports people with medication
- Important information is provided to staff on medicines, including the purpose and side effects
- Senior members of staff check medicines and records on a frequent basis
- Training has been provided on medicines including controlled drugs
- The service has a system in place for staff to escalate concerns about controlled drugs.

How well do we support people's wellbeing?

At our last inspection, we were not assured that people were getting their prescribed medications correctly. We found discrepancies in recordings, ineffective stock controls and a lack of guidance on when people should receive as required medications. In addition, we were concerned that, in some areas of the care home, medications were not being stored at the correct temperature.

We made a requirement that the service should review and improve the process of how people are supported with medicines. We consider this requirement met.

Please see 'What the service has done to meet any requirements made at or since the last inspection.' for more detail.

How good is our leadership?

We made a requirement on controlled drugs at our last inspection. We found errors in recordings and no consistency about how staff raised issues or concerns about controlled drugs.

Since our last inspection, the service had introduced refresher training and made clear the processes staff should follow if they have any concerns. The requirement has been met.

Please see 'What the service has done to meet any requirements made at or since the last inspection.' for more detail.

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

Requirements

Requirement 1

By 5 November 2023, the provider must ensure that medication is managed in a manner that protects the health and well-being of service users.

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

- a) Staff are trained and knowledgeable in medication administration, storage, and auditing process and this is reflective in their practice.
- b) Accurate and consistent auditable records of all prescribed medication administration are completed.
- c) Storage of all medicines is in line with medicines legislation.
- d) As required protocols detail the circumstances when as required medication should be administered in line with medical advice.

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

This requirement was made on 5 September 2023.

Action taken on previous requirement

The service had reviewed most aspects of supporting people with medication. This included online refresher training for all grades of staff providing that support. The local pharmacy had also face-to-face training. Some staff had received supervision with medicine supports as the theme. The pharmacy also carried out audits and feedback areas for action. Medicines arriving from the pharmacy and being returned were overseen by a member of staff deployed to do solely that job and ensure discrepancies are picked up at an early stage. Medicines were checked daily by two senior members of staff for each unit. Medication recordings were accurate and up to date. An 11-point checklist had been introduced to remind staff of areas to be considered and provide reassurance that everything was in order. Air conditioning units had been put in place in specific areas to maintain medicines at the required temperatures.

Met - outwith timescales

Requirement 2

By 5 November 2023, the provider must ensure that controlled drug medication is managed in a manner that protects the health and well-being of service users. In doing so, the provider must demonstrate that:

- a) Staff are trained in and have a clear understanding of how to monitor controlled drug stock effectively and accurately.

b) Staff can demonstrate they are aware of how to escalate any controlled drug stock discrepancies and to whom.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 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 experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This requirement was made on 5 September 2023.

Action taken on previous requirement

Staff have had refresher training on handling and administration of controlled drugs. We interviewed staff who had clear understandings of their roles and responsibilities. Controlled drugs were safely stored and accurate records maintained. All relevant staff were clear on the requirement to escalate any concerns without delay. During normal hours of operation this would involve the manager or depute. Outside normal hours senior managers were on call to provide guidance.

Met - outwith 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 service should make sure communication systems are improved to ensure that important, meaningful, and required information is shared with relatives, as appropriate to individual needs, preferences, and legal status.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'If I am unable to make my own decisions at any time, the views of those who know my wishes, such as my carer, independent advocate, formal or informal representative, are sought and taken into account' (HSCS 2.12).

This area for improvement was made on 5 September 2023.

Action taken since then

Not assessed at this inspection.

Previous area for improvement 2

To support the monitoring of individual's healthcare needs and inform effective care planning, the provider should ensure that care charts are fully and timeously completed. This includes, but is not limited to records

relating to personal care, oral care, fluid intake, topical medication administration, and bowel monitoring charts.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19); and 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

Area for Improvement Category: 1.3 People's health benefits from their care and support.

This area for improvement was made on 5 September 2023.

Action taken since then

Not assessed at this inspection.

Previous area for improvement 3

In order for people to have confidence in the staff that support and care for them, the management team should develop and undertake a plan of supervision. This will ensure staff have access to support, relevant information and resources, and development.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support based on relevant evidence, guidance, and best practice' (HSCS 4.11).

Scottish Social Services Council (SSSC) code 2.2 which states: 'As a social service employer you must effectively manage and supervise staff to support effective practice and good conduct and support staff to address deficiencies in their performance'.

This area for improvement was made on 5 September 2023.

Action taken since then

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.

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