

Camilla House Care Home Care Home Service

19 Grange Terrace
Edinburgh
EH9 2LF

Telephone: 01316 621114

Type of inspection:
Unannounced

Completed on:
15 September 2020

Service provided by:
Sanctuary Care Limited

Service provider number:
SP2019013443

Service no:
CS2019378608

About the service

Camilla House Care Home was registered by the Care Inspectorate on 1 July 2020, to provide 24 hour care for up to 38 older people. There were 30 older people living in the service at the time of the inspection.

The service is situated on the south-east side of Edinburgh within the Grange area and is accessible by public transport. The service is provided in a large detached Victorian villa with an extension adjoining. Accommodation is provided over three floors, with stairs and passenger lifts giving access to the upper and lower floors.

There are 38 bedrooms. Eight bedrooms have en-suite, with toilet and wash hand basin and six have en-suite with bathing facilities.

Two sitting rooms and a dining room are provided on the ground floor, with a smaller sitting room and dining area available on the first floor. Toilets and bathing facilities are available on each floor. There are kitchen and laundry facilities within the home.

There is a pleasant enclosed garden area for residents use. Car parking is available in the grounds.

The written aim of the service is:

"To provide professionally competent, individualised care within a safe and comfortable homely environment."

The provider has demonstrated their intention to make improvements with positive investment in the care home. An extensive refurbishment project was underway at the time of the inspection and was expected to take several months and will address some of the issues existing within the older building. These improvements should enhance the quality of the environment for people who live there.

This was a focused inspection to evaluate how well people were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic.

This inspection was carried out by inspectors from the Care Inspectorate and an Infection Prevention and Control advisor from NHS Lothian. .

What people told us

"Staff are lovely"

"Staff are very kind and helpful"

"Staff are great; I'm very happy with the care".

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

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|---|---------------------|
| <p>How good is our care and support during the COVID-19 pandemic?</p> | <p>3 - Adequate</p> |
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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?

3 - Adequate

7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic.

Our focus in this inspection was to establish if people's health and wellbeing benefitted from their care and support in relation to COVID-19. We found some strengths that just outweighed weaknesses, resulting in an evaluation of adequate in this area of inspection. Although these strengths had a positive impact on people's experience and outcomes there was a need to address serious concerns on the first day of the inspection.

People benefited from support to maintain contact with their family and friends using electronic tablets, window and garden visits. Guidance for garden visits was in line with current guidance and feedback from visitors was positive.

The staffing arrangements were regularly reviewed and assessed and people could be confident there were sufficient care staff to meet their care needs. People were supported by care staff who were familiar with their choices and preferences and we saw sensitive interactions between them.

There was a lack of structured social stimulation and exercise which left some people inactive and isolated for prolonged periods of time, in particular for those people who were being cared for in their bedrooms (see area for improvement 1).

The positioning of furniture in communal areas supported social distancing, keeping people safe whilst also ensuring people had the opportunity to have company and interact with their peers in these areas.

People could be confident any signs or symptoms of Covid-19 would be identified. Health concerns were escalated appropriately to ensure the correct treatment and support was accessed.

We saw drinks were available in every bedroom, to ensure people had access to fluids and were encouraged to remain hydrated. However, there was no monitoring of food or fluid intake for people who were more at risk and dependent on care staff to eat or drink (see area for improvement 2).

People could be confident their support plans and assessments were being regularly reviewed to ensure these reflected their care needs. However, there was little evidence of an Anticipatory Care Planning approach to reflect the views and wishes of people, or those of their representatives, in relation to what was important to them for their end of life care (see area for improvement 3).

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

We evaluated the service to be performing at an adequate level. There were a number of strengths identified that just outweighed the weaknesses. Although, these strengths had a positive impact on people's experience and outcomes there was a need to address serious concerns on the first day of the inspection.

At present, there is a refurbishment programme underway to improve the environment. Therefore some areas of the care home could not be used. The service had included construction workers who visited the care home in the weekly testing for Covid-19 to reduce the risk to people and care staff.

People who live in the home have the right to experience an environment that is clean and tidy. We found the cleanliness in the home was not at an acceptable standard, and as such the risk of infections for people increased.

We found the service had an adequate supply of Personal Protective Equipment (PPE) stored within the building. However, the distribution of PPE was inconsistent throughout the service and there were no PPE stations out with bedrooms to assist staff in their role.

To ensure that the necessary improvements were made, we issued a letter of serious concern to the provider at the end of the first day of our inspection, with regard to cleanliness and PPE. We extended the inspection to allow the provider to address these issues. By day two of the inspection a range of actions had been completed to meet the identified requirements. These improvements need to be monitored and maintained (See requirements 1 & 2).

7.3 Staffing arrangements are responsive to the changing needs of people experiencing care.

We evaluated the service to be performing at an adequate level. There were a number of strengths identified that just outweighed the weaknesses. Although these strengths had a positive impact on people's experience and outcomes, there was a need for to address serious concerns on the first day of the inspection.

Staff changed clothing after entering and before leaving the service and were aware of the importance of laundering clothing in line with national guidance for care homes. Staff carried hand sanitizer with them allowing them to regularly clean their hands, thereby protecting people they were supporting.

We observed staff consistently wearing face masks throughout the visit. When discussing the donning and doffing procedure for PPE, staff were inconsistent about their understanding. To ensure consistency in knowledge and practice, this training should be undertaken with all staff (see area for improvement 4).

From staff training records, people living in the care home could not be confident that training had been updated or reviewed during the pandemic. We spoke with the manager about this during our initial visit. On our return this was being addressed. To ensure training continues to be delivered and reviewed for all staff we have made this an area for improvement (see area for improvement 4).

Staff we spoke with informed us of how the hand washing training had informed and improved their practice.

We had no concerns around staffing levels and staff told us there was good team working and that they felt well supported by management. We spoke with staff who told us that they were kept up to date with COVID-19 guidance by management.

Requirements

1. To ensure that people are confident that the provider has robust systems in place to manage the cleanliness of the environment, the provider must ensure by 30 October 2020 that they have a system in place which includes but is not limited to:

I. Mattress audits undertaken on a regular basis

- II. Regular cleaning of bed rails and bumper pads
- III. Cleaning schedule to include the cleaning of chairs within the sitting room area
- IV. Spot checks by management

This is to ensure 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 5.22)

This is to comply with regulation 4(1)(a) and (d) (welfare of users and procedures for the prevention and control of infection) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SS1 2011/210).

2. To ensure people are confident they are being appropriately protected, the provider must ensure the constant and continuous provision of the required Personal Protective Equipment (PPE) throughout the Care Home by 30 October 2020. This must include, but is not limited to:

- I. PPE stations at appropriate points in the Care Home
- II. Consistent supply of PPE in all relevant areas
- III. Availability of nitrile gloves for the provision of support with personal care
- IV. Bins for the safe disposal of used PPE

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that 'I receive high quality care and support because people have the necessary information and resources.' (HSCS 5.27)

This is to comply with regulation 4(1) (a) and (d) (welfare of users and procedures for the prevention and control of infection) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SS1 2011/210).

Areas for improvement

1. The service should ensure that all residents have the option to be part of the home's activity programme, regardless of their abilities. This programme should be varied, include some physical activities and include provision for residents who are currently living in their bedrooms. They should devise a concise method of recording the goals and outcomes for people.

This ensures that care and support is consistent with the Health and Social Care Standards, which state: "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)

2. The service should review how residents have regular access to nutrition including fluids while in their own rooms. They should consider maintaining records for people who rely on staff support to eat and drink.

This ensures that care and support is consistent with the Health and Social Care Standards, which state: 'My care and support meets my needs and is right for me.' (HSCS 1.19).

3. The service should ensure that people have an anticipatory care plan (ACP) in place that reflects their wishes and where appropriate, those of their representatives.

This ensures that care and support is consistent with the Health and Social Care Standards, which state: 'I am supported to discuss significant changes in my life, including death or dying, and this handled sensitively.' (HSCS 1.7).

4. In order to ensure good outcomes for people experiencing care, the Manager should ensure staff competencies and skills are reviewed and training is up to date to assist them in their role.

This ensures that care and support is consistent with the Health and Social Care Standards, which state: '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

People experiencing care were not appropriately protected because there was not adequate cleaning of furnishings and equipment.

Due to the severity of the concern you, the provider, must take the following action immediately:

To be completed by 15:00 on Monday 14 September, you must replace all soiled mattresses, ensure a thorough deep clean of bedrails and their protective covers and chairs within the sitting area.

This is consistent with 5.22 "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings to meet my needs, wishes and choices" (Health and Social Care Standards).

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

This requirement was made on 11 September 2020.

Action taken on previous requirement

The provider had undertaken a full review of all mattresses and, where needed, these had been cleaned or replaced. All chairs within the sitting area had also been replaced. Deep cleaning had been undertaken where necessary.

We saw evidence of a detailed mattresses audit and updated cleaning scheduled, which have been circulated by the organisation, on the day of our visit, for staff to implement immediately.

We are satisfied that this requirement is met. However, in order to ensure people continue to be appropriately protected, we have made a further requirement for the provider to have robust systems in place to manage ongoing cleanliness of the environment.

Met - within timescales

Requirement 2

People experiencing care and staff were not appropriately protected because the provision of appropriate Personal Protective Equipment throughout the care home was inadequate.

Due to the severity of of the concern you must take the following action immediately:

To be completed by 15:00 on Monday 14 September, you must ensure a consistent and correct supply of Personal Protective Equipment throughout the care home for ease of access.

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

This requirement was made on 11 September 2020.

Action taken on previous requirement

The provider had re-introduced PPE stations at relevant points throughout the care home. These PPE stations were adequately stocked and clinical waste bins were available for the safe disposal of PPE. Signage was in place at each PPE station to remind people of the correct donning and doffing processes. PPE stocks in bedrooms were adequately replenished.

We are satisfied that this requirement is met. However, in order to ensure people continue to be appropriately protected, we have made a further requirement for the provider to ensure the monitoring and maintenance of a constant and continuous provision of the required Personal Protective Equipment (PPE) throughout the Care Home.

Met - within timescales

Detailed evaluations

| | |
|---|--------------|
| How good is our care and support during the COVID-19 pandemic? | 3 - Adequate |
| 7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic | 3 - Adequate |
| 7.2 Infection control practices support a safe environment for people experiencing care and staff | 3 - Adequate |
| 7.3 Staffing arrangements are responsive to the changing needs of people experiencing care | 3 - Adequate |

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