

Pitcairn Lodge Nursing Home Care Home Service

Kirkston of Skene
Westhill
AB32 6XT

Telephone: 01224 742888

Type of inspection:
Unannounced

Completed on:
11 November 2020

Service provided by:
Sanctuary Care Limited

Service provider number:
SP2019013443

Service no:
CS2019378614

About the service

Pitcairn Lodge Nursing Home is a modern, purpose-built home set within landscaped grounds between the villages of Elrick and Kirkton of Skene to the west of Aberdeen. The service is registered to provide a care service to a maximum of 55 older people. Within this maximum a care service may be offered to the two people, under 65 years of age, specified at registration. The provider is Sanctuary Care Limited. There were 52 people resident in the home at the time of this inspection.

Accommodation is provided across two units. There are 48 bedrooms with en suite facilities and seven rooms have hand wash facilities only. There are a variety of communal lounges and dining areas.

The service provider states that it "believes that every individual, irrespective of their physical, social, or psychological condition, has the right to be treated with dignity and respect and to be supported to maintain choice and control over their lives".

This service has been registered since 30 June 2020.

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 two inspectors from the Care Inspectorate.

What people told us

We spoke informally to a number of residents during our inspection. People were happy with their activities, their meals and the staffing. Warm and caring interactions were seen between residents and staffing. People appeared comfortable and relaxed throughout our inspection.

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?	5 - Very Good
--	---------------

Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the**5 - Very Good****7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic**

We found that people were well cared for in a very homely environment. There was very good consideration and action taken in relation to people's wellbeing. People were always treated with dignity and respect. It was clear that staff knew the needs and preferences of people. There was good thought that had gone in to the personalised, individual care and attention to people, their environment, and the staffing. People consistently received high levels of personalised care. Staff compassionately and appropriately supported people to maintain social distance from each other.

Conversations were natural and caring. Personal plans were person centred and contained a lot of good information which was helpful to staff. We were assured that staff would notice quickly if someone's health changed and the staff would report to senior staff. People were encouraged to be active. Activities both group and individual were in place with a flexible approach to plans. People appeared to be enjoying the themed activities to appropriately commemorate Armistice Day.

The service had very good links with and support from community health colleagues such as GPs. Proper supplies of medication were in place with good systems to ensure adequate stocks were maintained to manage comfort and pain relief. People always had easy access to drinks. Where assessed as needed, records were maintained. We were confident that this promoted good hydration. These all reassured us people's health and wellbeing are supported and safeguarded during the COVID-19 pandemic.

People were sensitively supported to receive visits from their loved ones both inside and at windows, following current guidance. Consideration had been given to altering practice for people who had emotional issues to discuss or those receiving palliative care. People were also supported to use technology to call or video call with their relatives and friends.

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

Staff were knowledgeable about the use of Personal Protective Equipment (PPE) and were observed to be using it correctly. PPE stations were located throughout the service and the provider maintained good stock in case of an increased usage. This contributed positively to staff being more able to protect themselves and others from COVID-19, even in the event of a crisis.

Staff had completed the necessary infection control training for keeping people safe during the COVID-19 pandemic. E-learning and practical demonstrations were used to good effect to remind staff of the necessary handwashing and the correct use of PPE. Staff demonstrated very good knowledge about infection control, and we could see that they had put the principles of infection control into practice. This helped to reduce the risks of infection.

The home was clean and odour free. Additional cleaning was being carried out by domestic and care staff of frequently touched areas, such as door handles, handrails and reduced the risks of cross contamination. There were sufficient stocks of cleaning chemicals and cleaning materials such as mops and brushes. There were good systems in place to ensure that all areas of the home were receiving adequate levels of cleaning, and staff were able to give a good account of how to disinfect and clean equipment. Together, this improved

the levels of safety for people receiving support.

While the laundry area was restricted in size, the provider had safe systems in place and was following appropriate guidelines to ensure the safe management of infected linen. Staff were able to demonstrate a very good understanding of the actions required to manage contaminated laundry. As a result, the risk of cross infection in the event of an outbreak of COVID-19 was reduced.

The provider ensured that regular testing was taking place in line with best practice. Staff were invested in the process, even attending while on periods of leave and days off to ensure compliance.

The provider had in place a very good system for checking the quality of infection control and management of the service provided. Consequently, any issues were responded to quickly and there was a consistency in the level of care and support that people received.

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

There was strong, highly visible leadership in the service. There were ample staff to respond appropriately to the needs of the individuals. The strong and effective teamwork ensured the service had overcome the difficulties experienced at the beginning of the pandemic. Staff felt very well supported by the management. Staff reported very good access to staff support services should they feel the need to use them. These services were available 24 hours per day. This contributed to the positive wellbeing of staff to continue to provide high standards of personalised care for people.

Staff were properly trained in infection prevention and control and the management used a range of methods to ensure staff understood the guidance and maintained high standards in supporting people safely. There was a very well-practised weekly staff testing regime in place with most staff being tested weekly. These measures all contributed positively to the team working well together to meet the needs of the individuals. We were confident that the staffing arrangements are responsive to the changing needs of people experiencing care.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	5 - Very Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	5 - Very Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.