

# Hawkhill House Nursing Home Care Home Service

234 North Deeside Road  
Milltimber  
AB13 0DQ

Telephone: 01224 735400

**Type of inspection:**  
Unannounced

**Completed on:**  
3 February 2021

**Service provided by:**  
Caring Homes (TFP) Group Ltd

**Service provider number:**  
SP2015012608

**Service no:**  
CS2015342220

## About the service

Hawkhill House Nursing Home is a care home service situated in Milltimber, a residential area on the western periphery of Aberdeen. It is surrounded by well established gardens. The service is registered to provide a care service for up to 41 older people. Nursing care is provided. There were 29 people resident at the time of our inspection.

The service states in their commitment to care: "We strive to enable our residents to continue living full and active lives, providing personalised care and support as and when it is required".

This service has been registered since 29 August 2016.

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, one working in the home and one working virtually through Teams.

## What people told us

- "The food is good, usually too much of it."

- "I like it here, I can look out of the window."

## 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?	3 - Adequate
--	--------------

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**

Progress had made to improve outcomes for people, including better supporting people's wellbeing, infection prevention and control, and staffing. We were satisfied that the improvements made had a significant impact on outcomes for people and that the four requirements made by us were met. Additionally significant improvements had been made in the two areas for improvement. We have therefore re-evaluated the service from weak to adequate in relation to:

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

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

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

See what the service has done to meet any requirements and areas for improvement in the next section of this report.

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

### Requirements

#### Requirement 1

By 29 January 2021, the provider must use a range of solutions to ensure that people are supported to maintain appropriate levels of hydration and nutrition:

- a) People's eating and drinking must be supported by staff.
- b) A choice of drink, food, and food fortification must be always available.

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

- "My care and support meet my needs and is right for me" (HSCS 1.19).
- "I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning" (HSCS 1.33).
- "If I need help with eating and drinking, this is carried out in a dignified way and my personal preferences are respected" (HSCS 1.34).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011 No 210: Regulation 4(1)(a) and (d).

**This requirement was made on 5 January 2021.**

#### Action taken on previous requirement

The service was in the process of undertaking a review of people's food preferences and we saw that one person had begun to eat a wider range of foods. For one month, everyone's intake has been measured on a food and fluid chart and people have been weighed weekly. This has enabled staff to know who needs extra support. Extra snacks and fortified food was available and the availability of small, more frequent meals, was being considered. People have recently begun to use the dining room again, in a socially distanced manner and told us that they enjoy this. Staff noticed that people were eating more, when they walked to and from the dining room, to eat their meal at the table. People's food and drink experience and intake was improved.

**Met - within timescales**

#### Requirement 2

By 15 January 2021, you must ensure that that infection protection procedures are followed and practice is sustained in line with Health Protection Scotland COVID-19 Information and Guidance for Care Home

Settings. In order to do this, the provider must ensure that:

- a) There are enough PPE stations throughout the service and that these are appropriately stocked.
- b) There are enough appropriate clinical waste bins throughout the service for the safe disposal of PPE and clinical waste.
- c) People are supported to maintain high standards of hand hygiene.
- d) All staff working in the service adhere to the guidance in relation to wearing jewellery, tying up hair, keeping nails short, and in relation to any other items on their person that may increase the risk of cross contamination of COVID-19.
- e) Staff adhere to the social distancing guidance.
- f) Monitoring by management and subsequent improvements are recorded.

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 high quality care and support based on relevant evidence, guidance, and best practice" (HSCS 4.11).
- "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011 No 210: Regulation 4(1)(a) and (d).

**This requirement was made on 5 January 2021.**

#### Action taken on previous requirement

Infection prevention and control practice had improved. The personal protective equipment (PPE) stations were readily available and fully stocked, with enough clinical waste bins for safe disposal. We saw signs reminding staff to minimise cross infection by not wearing additional items and being neat, for example not wearing jewellery and tying up their hair. Staff were largely adhering to this. The management team were monitoring and encouraging these improvements and this must continue so that small areas which need attention are noticed and improved, leading to sustained good practice.

#### Met - within timescales

### Requirement 3

By 22 January 2021, the provider must ensure staff use personal protective equipment correctly and in line with all relevant public health guidance (COVID-19 Information and Guidance for Care Home Settings).

In order to achieve this, the provider must ensure that all staff are knowledgeable, competent, and adhere to best practice.

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 high quality care and support based on relevant evidence, guidance, and best practice" (HSCS 4.11).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011 No 210: Regulations 3 and 4(1)(a).

**This requirement was made on 5 January 2021.**

### Action taken on previous requirement

We saw staff using PPE correctly. The management team had introduced a system of observation to ensure competency and told us they will enable everyone to do refresher sessions so that good practice is maintained.

**Met - within timescales**

## Requirement 4

By 29 January 2021, the service must strengthen governance for infection prevention and control (IPC) by completing regular reviews of staff infection control practices and establish that the training which staff have completed, has been put into practice.

This is in order 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).

- "I experience high quality care and support based on relevant evidence, guidance, and best practice" (HSCS 4.11).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011 No 210: Regulations 3 and 4(1)(a).

**This requirement was made on 5 January 2021.**

### Action taken on previous requirement

Infection prevention and control had improved. All staff were in the process of completing online infection control training and reminder videos are available. This, along with recorded observations and discussions by the management team, will maintain this improvement.

**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

The service should improve how people, in particular those who stay in their bedrooms, are supported to pass their day in a meaningful way, to help support their health and wellbeing, and improve the quality of their day.

This is in order 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).
- "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).

**This area for improvement was made on 5 January 2021.**

#### Action taken since then

During this inspection we saw people looking more interested and staff spending enjoyable time with them. We noticed people with a newspaper or book and saw staff spending a few minutes talking with people. We heard staff offering to do a lady's hair for her. There were also group activities being encouraged for small groups, for example throwing bean bags. The management team are updating wellbeing profiles to understand individuals' social and personal preferences. This focus should help to maintain an improvement for all residents, both in and out of their own rooms.

#### Previous area for improvement 2

The provider should regularly review the cleaning standards and schedules that have been put in place to assess their effectiveness and staff understanding and compliance.

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 5.22).

**This area for improvement was made on 5 January 2021.**

#### Action taken since then

The home looked much cleaner during this inspection, in rooms and also specific equipment. The management team had reviewed the cleaning schedules and recording to ensure effectiveness. It would be helpful to ensure that audits included a plan of action to help bring about improvement. The management team confirmed that they will use their end of month report to monitor actions and progress.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## 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

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 iarrtas.

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 ਵਿਚ 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.