

St. Andrew's Care Home Care Home Service

Stirches
Hawick
TD9 7NS

Telephone: 01450 372 360

Type of inspection:
Unannounced

Completed on:
2 June 2025

Service provided by:
Park Homes (UK) Limited

Service provider number:
SP2006008483

Service no:
CS2006131208

About the service

St. Andrew's Care Home is a care home for older people situated on the outskirts of Hawick in the Scottish Borders. The service provides nursing and residential care and is registered for 40 people, including short breaks and respite.

The home is situated in its own grounds with parking for visitors. As the home is situated out with the town, access to transport is advised.

Accommodation is provided over three floors. All floors have access to sitting areas and dining rooms. Rooms are single, however there are larger rooms that can accommodate couples who are looking for ongoing care and support.

Some rooms have full en-suite facilities which include toilet, wash hand basin and shower. Other rooms are standard with no facilities but with toilet and bathroom facilities close by.

At the time of this inspection there were 35 people living in the care home.

St. Andrew's Care Home is owned by Park Homes (UK) limited whose base is in Bradford.

About the inspection

This was a follow up inspection which took place on 02 June 2025 from 11.30 until 15.00. The inspection was carried out by one inspector 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. In making our evaluations of the service we:

- spoke with one person using the service
- spoke with three staff and management
- observed practice and daily life
- reviewed documents.

Key messages

People's dependency scores had been reviewed and updated to reflect their current support needs.

Staff had the opportunity to discuss staffing levels and the impact this had on people's care and support.

There was not always sufficient staff on duty to meet people's needs and requests for care.

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

Requirements

Requirement 1

By 28 May 2025, the provider must ensure there are, at all times, adequate numbers of skilled and competent staff, to meet the health, safety, and wellbeing needs of all people experiencing care in the service. To do this, the provider must, at a minimum:

- a) review staffing levels over a 24 hour period;
- b) undertake observations to determine how effectively people's needs are met;
- c) obtain the views of people, their representatives and staff to help inform staffing levels;
- d) ensure there are sufficient staff on duty to meet people's needs and requests for care.

This requirement was made on 8 April 2025.

Action taken on previous requirement

This requirement was made as a result of a complaint investigation which took place on 02 June 2025. The service submitted an action plan to detail how it would support positive outcomes for people.

There was evidence staff had the opportunity to discuss staffing levels and the impact this can have on meeting people's needs and staff's wellbeing. The service had reviewed and updated people's dependency scores in line with their changing needs. These dependency tools were then used to inform staffing levels.

The provider had agreed to increase staffing levels to meet people's needs. However, records showed there were not always sufficient staff on duty as agreed. We saw that when staffing levels were sufficient, people received compassionate and responsive care and support. Staff we spoke with told us that when there were sufficient staff on duty they were able to meet people's needs. However, when there was insufficient staff, people had to often wait for support, staff felt overwhelmed and people's needs were not always met.

Due to our concerns that there were not always sufficient staff on duty, this requirement has not been met. We have extended the requirement until 15 October 2025 to allow additional time for improvements to be made.

Not met

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

To ensure people's preferences and intended outcomes are met the service should:

Ensure people's personal and oral care choices are being offered and supported daily or as frequently as recorded in their care plan;

Records should be monitored and audited to identify any gaps and any actions taken;

Where appropriate, consistent approaches should be established to encourage people to engage with accepting personal and oral care.

This area for improvement was made on 3 June 2025.

Action taken since then

This area for improvement was not assessed at the follow up inspection

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

To find out more

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