

INSPECTION REPORTS: April - July 2006

Name of Establishment	Client Group	Sources of Evidence	Comments
<p>Boquhanran House</p> <p>Inspected: 27/04/06 Final report: 23/06/06</p> <p>Standards Inspected: Support Services 3, 4, 13 & 19</p> <p>Themes inspected: contract & complaints Improving nutrition & Fire safety</p>	<p>Older People</p>	<ul style="list-style-type: none"> • 2 Sen. Care Officers • 4 staff (including the chef) • several services users • Range of records/policies • Direct observation of staff 	<p>Standard 3: Care Homes for Older People – Your legal rights</p> <p>Strengths: Each service user had a written service agreement in place.</p>
			<p>For development: The written service agreement has been criticised for using too much legal terminology. We should develop information and the agreement in a format that is easier to understand. This is a Recommendation.</p>
			<p>Standard 4: Care Homes for Older People – Your Environment</p> <p>Strengths: Home was bright, clean and well furnished. Service users bedrooms were furnished and decorated in a personalised manner. All rooms were single and had locks.</p>
			<p>For development: The Provider is looking at costings to provide en-suite facilities in all rooms.</p>
			<p>Standard 13: Care Homes for Older People – Eating well & Inspection theme – Improving nutrition</p> <p>Strengths: Individual dietary needs and preferences were detailed in support plans as were concerns about individuals eating and drinking. The chef was familiar with individual service user's dietary needs and imaginative about the use of fruit and vegetables. Positive feedback by service users about choice and variety. Snacks, fruit juice, hot and cold drinks available all day. All staff trained in food hygiene.</p>
			<p>For development: Policies and procedures on eating, drinking food and nutrition need to be developed. This is a Recommendation.</p>
			<p>Standard 19: Care Homes for Older People – Support and Care in Dying and Death</p> <p>Strengths: Information and preferences were evident in support plans including the individuals spiritual needs and what local churches were to be approached.</p>
			<p>For development: No areas for development.</p>

			<p>Inspection theme – Fire Safety Strengths: Local Fire Officer and WDC H & S Officer had assisted in fire safety assessment for the building and environment. Appropriate fire safety policy and fire action plans were in place. Staff received fire procedure training, drills took place.</p> <p>For Development No areas for development.</p>
			<p>Inspection theme – Contracts and Complaints Strengths: Complaints procedures and copy of the recent inspection report on service user notice board. Service users had signed copies of the written service agreement.</p> <p>For Development No areas for development.</p>
<p>Other comments This Inspection was an unannounced visit, carried out using the National Care Standards covering Care Homes for Older People. No requirements or follow up action from the previous inspection report.</p> <p>There are two Recommendations which will require immediate action. The first is to provide a written agreement in a format that is easily understood by service users. The second is to put in place written guidelines and to develop a policy and procedure for food, fluid and nutrition to ensure service users' food, fluid and nutritional care are supported by clear management guidelines.</p> <p>Service users comments about the service were very positive.</p>			

Name of Establishment	Client Group	Sources of Evidence	Comments
<p>Willox Park</p> <p>Inspected: 30/06/2006 Final report: 29/09/06</p> <p>Standards Inspected: Support Services 3, 4, 13 & 19</p> <p>Themes inspected: contract & complaints Improving nutrition & Fire safety</p>	Older People	<ul style="list-style-type: none"> • Manager • Senior Care Officer • 4 care staff (including the chef) • several services users • 1 relative • Range of policies/procedures/records • Observation 	<p>Standard 3: Care Homes for Older People – Your legal rights</p> <p>Strengths: Each service user had a written service agreement in place.</p> <p>For development: The written service agreement has been criticised for using too much legal terminology. We should develop information and the agreement in a format that is easier to understand. This is a Recommendation.</p>
			<p>Standard 4: Care Homes for Older People – Your Environment Arrangements</p> <p>Strengths: Home was bright, clean and pleasant. Gardens, gazebo and conservatory were well maintained. Service users bedrooms were furnished in a personalised manner. All rooms were single and the home was looking into providing en-suite facilities. Staff were aware of a new infection control.</p> <p>For development: No areas for development.</p>
			<p>Standard 13: Care Homes for Older People – Eating well & Inspection theme – Improving nutrition</p> <p>Strengths: The chef was very familiar with individual service user's dietary needs. The home had close links with the local District Nursing team. There was information on access to snacks, drinks and meals included in the service's brochure. Fresh water or juice was in their rooms. Catering staff worked with care staff and support plans to meet individual dietary needs. The Chef provided a range of meals encouraging fruit and vegetable intake. Positive feedback by service users about the meals. Snacks and drinks were available on request all day. All staff trained in food hygiene.</p> <p>For development: The home should look at developing their regular resident's weight checks to involve Body Max Index methods of assessment.</p> <p>Policies and procedures on eating, drinking food and nutrition need to be developed. This has been made a Recommendation.</p>

			<p>Standard 19: Care Homes for Older People – Support and Care in Dying and Death</p> <p>Strengths: There was an apartment in the home available for relatives to stay overnight, also they could sit with their relative over night if desired. Information and preferences were evident in service user’s support plans.</p> <p>For development: No areas for development</p>
			<p>Inspection theme – Fire Safety</p> <p>Strengths: An appropriate fire safety policy and fire action plan were in place and displayed. Staff received fire procedure training. Regular drills took place and were recorded, as were annual maintenance checks.</p> <p>For development: The home needs to develop fire safety training on a six monthly basis and support the emergency action plan. The actions identified in the fire risk assessment on 13.10.05 should be carried out as soon as possible. These have been made a Recommendation.</p>
			<p>Previous Inspection Report</p> <p>Strengths:</p> <p>For development: The Inspector discussed the previous report. Most recommendations were met with one exception. The introductory welcoming information provided by the service needs to be reviewed. This remains as a Recommendation.</p>
<p>Other comments This Inspection was an unannounced visit, carried out using the National Care Standards covering Care Homes for Older People. One Recommendation from the previous inspection report still needed to be actioned.</p> <p>There are three Recommendations which require immediate. Firstly, the service should provide a written agreement in a format that is easily understood by service users. Secondly, to put in place written guidelines and to develop a policy and procedure for food, fluid and nutrition to ensure service users’ food, fluid and nutritional care are supported by clear management guidelines. Lastly, from the previous report, introductory information provided needs to be reviewed to ensure the Care Commission that all aspects of the National Care Standards are covered.</p> <p>Service users were very positive about the service they receive, the relative also spoke highly of the staff.</p>			

<i>Name of Establishment</i>	<i>Client Group</i>	<i>Sources of Evidence</i>	<i>Comments</i>
<p>Mount Pleasant House</p> <p>Inspected: 11/07/2006 Final report: 22/09/06</p> <p>Standards Inspected: Support Services 3, 4, 13 & 19</p> <p>Themes inspected: contract & complaints Improving nutrition & Fire safety</p>	Older People	<ul style="list-style-type: none"> • Acting Manager • Depute Manager • 4 care staff (including the chef) • several services users • Relatives • Range of policies/procedures/records • Direct observation 	<p>Standard 3: Care Homes for Older People – Your legal rights</p> <p>Strengths: Each service user received information on the service prior to admittance. An Information board in main the main entrance displayed various information about the service including registration and complaints procedure.</p> <p>Service users had a written agreement, but not all had been signed.</p> <p>For development: The written service agreement has been criticised for using too much legal terminology. We should develop information and the agreement in a format that is easier to understand. This is a Recommendation.</p>
			<p>Standard 4: Care Homes for Older People – Your Environment Arrangements</p> <p>Strengths: Home was bright, clean and smoke free. Service users bedrooms were furnished and decorated in a personalised manner.</p> <p>For development: The home needs to develop plans and timescales for completing the upgrade of the rest of the building, including the roof and water damage to ground floor toilets. This is a Recommendation.</p> <p>Service users were unable to access the garden area as paving and grass was uneven and put them at risk of falls. The ground would not allow wheelchair access. Service users need to be provided with a garden area that is freely accessed. This is a Recommendation.</p>
			<p>Standard 13: Care Homes for Older People – Eating well & Inspection theme – Improving nutrition</p> <p>Strengths: Catering staff were familiar with individual service user's dietary needs via care plans and staff. Service users could eat in the dining area or their room. The Chef provided a well-balanced, nutritional menu encouraging fruit and vegetable intake. Snacks and drinks were available on request all day. All staff trained were in food hygiene. Service users nutritional intake was screened weekly or monthly depending on concerns or needs.</p> <p>For development: The home should look at developing their regular resident's weight checks to involve Body Mass Index methods of assessment.</p>

			<p>Standard 19: Care Homes for Older People – Support and Care in Dying and Death</p> <p>Strengths: Families were able to stay as long as they wished with service users who were ill. Information and preferences were in service user’s support plans.</p> <p>For development: No areas for development</p>
			<p>Inspection theme – Fire Safety</p> <p>Strengths: Regular fire drills took place and were recorded, as were annual maintenance checks. The home had an appropriate fire emergency action plan and risk assessment. Staff received fire procedure training during induction.</p> <p>For development: The home needs to develop fire safety training on a six monthly basis and support the emergency action plan. The fire emergency plan should be displayed in an area that is easily seen by visitors.</p>
			<p>Previous Inspection Report</p> <p>Strengths:</p> <p>For development: A requirement had still remained from the previous Inspection report. The Inspector could find no evidence that the requirement was being actioned. This was concerning the effectiveness of the alert system and night staffing arrangements being reviewed to ensure the safety of service users. This remains as a Requirement and the Care Commission want to see the details of this review within 4 weeks.</p>

Other comments

This Inspection was an unannounced visit, carried out using the National Care Standards covering Care Homes for Older People. One **Requirement** from the previous inspection report still needed to be actioned. A **Requirement** is an enforceable action required of the home in order to comply with current legislation.

The **Requirement** was concerning the effectiveness of the alert system and night staffing arrangements being reviewed to ensure the safety of service users. The Home has a 4-week period to inform the Care Commission how this will be addressed.

Three **Recommendations** were put in place and will require immediate action to prevent enforcement action following. The first states that the service should provide a written agreement in a format that is easily understood by service users. Secondly, the home should develop clear plans and timescales for the up grade and refurbishment of the building, including roof and ground floor toilets. Lastly, the home should provide service users with outdoor gardens and grounds they can freely access and move around in.

Service users were very positive about the service they receive, however, there were concern that they had no where to sit outside. Relatives were positive about the quality of care but expressed concern about staffing levels.

