

# SCOTTISH COMMISSION FOR THE REGULATION OF CARE

## INSPECTION REPORTS: October - December 2005

<i>Name of Establishment</i>	<i>Client Group</i>	<i>Sources of Evidence</i>	<i>Comments</i>
<b>Boquhanran House</b>  Inspected: 31/10/05 Final report: 05/04/06  <b>Standards Inspected:</b> Support Services 1, 4, 5, 6, 7 & 18	Older People	<ul style="list-style-type: none"> <li>• Pre Inspection Return and self evaluation</li> <li>• Manager, Depute, 3 care staff, 4 services users</li> <li>• Range of records/policies</li> <li>• Observation</li> </ul>	<b>Standard 1: Care Homes for Older People - Informing and Deciding</b> <b>Strengths:</b> Introductory pack and plans for its further development. Commitment to providing a written contract for service users. Trial visits for potential service users and families. Previous Commission reports on display and copies available.
			<b>For development:</b> A clear time scale for implementation of service user contract.
			<b>Standard 4: Care Homes for Older People – Your Environment</b> <b>Strengths:</b> Home was bright, clean and redecorated, service users encouraged to bring own belongings and personalise bedrooms, service users able to have key to own room, fire risk assessment in place and logs up to date.
			<b>For development:</b> To make fire risk assessment for evening and night shift, recommendations in fire safety report to be a priority, <b>this has been made a Requirement.</b>
			<b>Standard 5 : Care Homes for Older People – Management and Staff Arrangements</b> <b>Strengths:</b> Extensive range of policies and procedures including, staff training, a robust recruitment procedure, restraint policy. Service users have good access to healthcare services, plan for review of infection control practice, awareness of AWI legislation and formal supervision plans.
			<b>For development:</b> A review of staff numbers to ensure needs of service users are met, <b>this has been made a Recommendation.</b>
			<b>Standard 6: Care Homes for Older People – Support Arrangements</b> <b>Strengths:</b> Detailed support plans in place with a commitment to continued development to reflect the National Care Standards. Regular service user reviews, advocacy services promoted and service users could have copy of their support plan.
			<b>For development:</b> No areas for development.
			<b>Standard 7: Care Homes for Older People – Moving in</b> <b>Strengths:</b> Availability of staff to discuss issues with service users, good service user staff interaction and prompt initial review with good representation.

			<b>For Development</b> No areas for development.
			<b>Standard 18: Care Homes for Older People – Staying in Touch</b> <b>Strengths:</b> Communication issues for service users identified in support plan and put in place including a loop system, close links with various healthcare professionals. Contact with family encouraged access to books newspapers telephone interpreting service available 24 hour.
			<b>For Development</b> No areas for development.
<b>Other comments</b> This Inspection was carried out using the National Care Standards covering Care Homes for Older People.  A <b>Requirement</b> was put in place; this will need to be addressed to prevent a Recommendation being put in place. Requirement was put in place with a time scale, within a 4-week period of consultation with the Commission, for the home to comply with the recommendations from the fire safety report of 08.12.05.2006.  A <b>Recommendation</b> was put in place and will require immediate action to prevent enforcement action. It stated that there should be sufficient staff on duty at all times to meet the needs of the service users.  It was noted that there were a number of vacancies and it was having an impact on the social aspect of care being provided. Night staff were stretched to ensure needs of service users were being met. Staff were seen as motivated and enthusiastic, Management team as supportive and approachable by staff. Opportunities for staff training was commented upon as was their awareness of SSSC registration of staff issues, the codes of practice and development of care plans reflecting the National Care Standards.			

<b>Name of Establishment</b>	<b>Client Group</b>	<b>Sources of Evidence</b>	<b>Comments</b>
<b>Dalreoch House</b>  Inspected: 13/12/05 Final report: <b>to be forwarded</b>  <b>Standards Inspected:</b> Support Services 1, 5, 6, 7 & 18	Older People	<ul style="list-style-type: none"> <li>• Pre Inspection return and Self Evaluation</li> <li>• Lay Assessor</li> <li>• Sen. Care Officer</li> <li>• 4 care staff</li> <li>• service users</li> <li>• 1 relative</li> <li>• Range of policies/procedures/records</li> <li>• Observation</li> </ul>	<b>Standard 1 : Care Homes for Older People - Informing and Deciding</b> <b>Strengths:</b> Information pack for new service users was clear and practical.
			<b>For development:</b> No areas for development.
			<b>Standard 5 : Care Homes for Older People – Management and Staff Arrangements</b> <b>Strengths:</b> Extensive range of policies/procedures covering all legal requirements available and staff able to access them. All staff working to wards SVQ awards. Staff had good relationships with services users.
			<b>For development:</b> All staff to receive recognised training in relation to dealing with challenging behaviour.
			<b>Standard 6 : Care Homes for Older People – Support Arrangements</b> <b>Strengths:</b> Personal support plans up to date and contained all information as detailed in this standard. Work ongoing to enhance the support plans. Clear procedures in relation to administering medication. Financial transactions recorded appropriately.
			<b>For development:</b> No areas for development.
			<b>Standard 7: Care Homes for Older People – Moving in</b> <b>Strengths:</b> New service users can name their key worker. 4 new service users confirmed that during their introduction to the service they had been well supported and informed throughout.
			<b>For development:</b> No areas for development
			<b>Standard18: Care Homes for Older People – Staying in touch</b> <b>Strengths:</b> Reviews held regularly, support plans reflected changes in need. Recording system for daily diary protected confidentiality
			<b>For development:</b> No areas for development

***Other comments***

Lay assessor visited prior to Care Commission staff and found the home to have a “nice homely feeling”, he felt both staff and residents were content and happy. His report was very positive reflected well on the home.