

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT

**LISALANNA
CUMNOCK
NHS ACTION FOR CHILDREN**

Inspection Date 12 September 2001

Type of Inspection: Announced, short, focussed

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Social Work Department
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Lugar
CUMNOCK KA18 3JQ**

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INSPECTION INFORMATION

Registration Category:	Children/young people aged 5-18 years with physical disabilities and/or moderate to profound learning disabilities
Registered Capacity:	Residential: 5 respite places
Number At time of inspection	Residential: 5
Type of inspection	Announced
Inspector(s):	Mrs Isobel M Dawson
Date of last inspection:	28 March 2001
For further information on this establishment contact	Jo McBain: tel 01290426880 NHS Action for children 13 Newton Place Glasgow tel 0141 332 4041

Description of establishment, services and facilities.

Lisalanna is a purpose-built unit situated in the centre of Cumnock close to all facilities. Being purpose built, the units design, layout and equipment is appropriate to the needs of the service users.

The unit is financially supported by East Ayrshire Council and Ayrshire & Arran Health Board and managed by NCH Scotland.

Helpful and accurate Information is available to service users and their carers giving details of the aims of the service, what is provided, the basic cost of the service helping users make an informed decision about using the service. Users and carers are regularly consulted on the quality of service and there are effective communication systems in place..

Comprehensive systems are in place which demonstrate both standards set and achieved.

INSPECTOR:
SIGNATURE: _____

Date _____

HEAD OF UNIT:
SIGNATURE: _____

Date _____

3 - QUALITY OF LIFE SUMMARY

In this section the inspectors set out their findings on the quality of life the establishment is achieving for service users. Each heading is followed by a short statement setting out the standard that is expected to be achieved. This is followed by comments from the inspector giving their findings as to whether the standard has been met.

1. Privacy - *"The individual has his/her privacy protected and maintained in the home, in his her living areas and in relation to belongings, personal and financial affairs."*

All service users have individual bedrooms. Records indicate that users rights to privacy are clearly acknowledged, personal files are held confidentially and care is given in a discreet manner.

2. Dignity health and well being - *"the individuals health and well being is promoted and their assessed care needs met without risk to their dignity"*

User's personal care requirements are met in a way that maintains their privacy and dignity with each user being treated as an individual with unique needs. Records indicate that user's health needs are recognised and their assessed needs are clearly documented.

3. Social and emotional well being - *"The individual feels valued contented and fulfilled and can pursue social and leisure activities of their choice"*

A planned programme of activities are available in which users are supported to participate. Users daily routine of external schooling is maintained. Users health needs are identified and protocols are in place for the provision of medical care and the administration of medication.

4. Security and safety - *" The individual lives in a safe and secure home. Any limitations of rights or restriction of movement must be based on an informed risk assessment and be regularly and formally reviewed."*

Health and Safety Regulations are evidenced within the guidelines and records indicate that fire safety procedures, alarm systems, emergency documentation and controlled access to the unit provide a safe and secure environment . A useful microphone/door sensor system allows for the monitoring of users without impinging on their rights and privacy.

Accidents and incidents are recorded. Appropriate Fire training has taken place. However, it would be useful to widen the remit of risk assessments to cover e.g. use of hoists, air mattress, prevention of pressure sores.

5. Independence and choice - *"The individual shall be assisted to achieve a level of independence and choice compatible with his/her wishes and abilities"*

Information is available to users and their representatives which allows them to make informed choices and assists them in making their aspirations known. Family, staff and other appropriate professionals are involved in care planning through the assessment and review procedure.

6. Participation - *"The individual has the right to maintain a fulfilling and interesting life style within and outwith the home."*

As a respite unit staff support users in maintaining their normal life style while hopefully offering additional to the opportunities and experiences.

7. Culture and Belief - *"The individual has the right to expect that his/her cultural beliefs will be respected."*

Policies and procedures reflect the users right to pursue the religious, spiritual and cultural activities of their choice. Personal records show that this is considered within the users care plan.

Standard of Records & Procedures

	Date Checked	Standard Acceptable?	Findings at current Inspection
Clear Aims & Objectives?	28.3.01	yes	
Brochure	12.9.01	yes	Information pack available for parents and service users
Admission/ discharge record	12.9.01	yes	New record book in place giving required details.
Medication	12.9.01	yes	Medication procedures in relation to transfer of medication between carer and unit continues to be reviewed.
Accidents	12.9.01	yes	Care should be taken to record all accidents in the daily notes as well as the accident record book. It would be helpful to audit accidents e.g. monthly
Incident/violent incident	12.9.01	yes	Incident reports are detailed and collated monthly.
Fire safety and checks	12.9.01	yes	It is noted that the Fire Officer supplied fire safety advice on 5.4.01. A fire drill was carried out on 1.6.01 and staff training took place on 1.9.01
Risk assessments	12.9.01	yes	Individual assessments in file. It would be helpful to include a wider range of environmental assessments as discussed.
(moving/ handling)	12.9.01	yes	Detailed moving & handling assessments are held in user's personal files.
(COSSH)	12.9.01	no	to be completed
Restraint (if applicable)	12.9.01	yes	Acceptable restraints are in place for the comfort and safety of users following assessment of needs, and are included in care plans. These include bed-sides, the use of microphone and bedroom door sensor equipment.
Complaints	28.3.01	yes	In addition to the formal complaints procedures, carers and users views are sought through post respite questionnaires and carer's support group.
Users financial records	2.8.01	yes	

Comments:

In addition to being recorded in the accident book, accidents should also be recorded in user's files.

Requirements:

Detailed COSSH should be completed.

Recommendations:

Commendations:

Management and Staffing Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Recruitment practices	12.9.01	yes	The procedure is being updated to include additional references, pre-interview unit visit with assessment. All required checks are carried out.
Staff meetings	28.3.01	yes	
Shift handover	28.3.01	yes	
Staff supervision	28.3.01	yes	
Training records	12.9.01	yes	
Rotas	12.9.01	yes	
Contracts of employment	12.9.01	yes	
Job descriptions	12.9.01	yes	
Absence levels/ monitoring	12.9.01	yes	
Staff Turnover	12.9.01	yes	
Bank Staffing	12.9.01	yes	Regular named relief staff are used

Comments:

Training noted in questionnaires for 2001:

<i>Management course</i>	<i>ongoing</i>	
<i>Report writing</i>		<i>1 day</i>
<i>rectal diazipam</i>	<i>9 Jan</i>	<i>half day</i>
<i>moving & handling</i>	<i>9 Jan</i>	<i>half day</i>
<i>anti bullying</i>	<i>9 Jan</i>	<i>full day</i>
<i>fire safety</i>	<i>9 Jan</i>	<i>half day</i>
<i>medication</i>	<i>4 Jan</i>	<i>1 day</i>

Requirements:

Recommendations:

Commendations:

Physical / Environment Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Room sizes	on registration	yes	
Double/Single Ratio	28.3.01	yes	all rooms single occupancy
Ambient Temp	28.3.01	yes	
Hot Water temp control	28.3.01	yes	
Hygiene/cleanliness	28.3.01	yes	
Safety of environment	28.3.01	yes	
Fabric/Decor	28.3.01	yes	
Building maintenance	28.3.01	yes	There is a rolling programme of maintenance and decoration. It was noted that external windows were being repainted today
Garden Areas	28.3.01	yes	
Furnishing; Comfort/quality	28.3.01	yes	
Security of establishment	28.3.01	yes	
Privacy	28.3.01	yes	

Comments:

Requirements:

Recommendations:

Commendations:

Care Standards

Care Planning and Review

	Date Checked	Standard Acceptable?	Findings at current Inspection
Assessment	12.9.01	yes	
Care Plans	12.9.01	yes	
Reviews	12.9.01	yes	
KeyWorker/ Named worker	12.9.01	yes	
Daily notes	12.9.01	yes	
User involvement - care planning and review	12.9.01	yes	A new format is now in place. Parents sign care plans
User contracts	12.9.01	yes	Parents sign user contracts
Residents information directory	12.9.01	yes	This is included in the user's information document

Menus and Catering

	Date Checked	Standard Acceptable?	Findings at current Inspection
Menus - choice & quality	12.9.01	yes	Documentation is also available giving specific information on likes/dislikes/allergies etc. Laminated menu cards available with pictorial information. Detailed menu planning with a well balanced choice. Advice has been obtained from the dietician.
Environmental Health Report issues	12.9.01	yes	It is noted that there has been no further visit from the environmental health office since the original checks were carried out. It would be useful to request a visit.
Catering equipment and practices	12.9.01	yes	

Activity programmes

	Date Checked	Standard Acceptable?	Findings at current Inspection
Displayed Program?	28.3.01	yes	
Internal activities	28.3.01	yes	
External activities	28.3.01	yes	
Transport arrangements	28.3.01	yes	

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Inspectors findings on other views

User/Carer views

No relative responded to the confidential questionnaires. However, it is noted that the organisation actively seek user/carers views through meetings and post-respite questionnaires. These were available for the Inspector and were found to be positive.

Staff views

All of the confidential questionnaires circulated were returned completed. Staff spoke positively about their employment; they confirmed that they are key workers for users, have sufficient information on service users prior to admission and that time is set aside to welcome and settle users.

The unit is always, clean warm and comfortable there is adequate stimulation for users and staff are able to provide individualised care to users.

All staff felt that their views and opinions were listened to although a very small proportion considered that their complaints were not always listened to and dealt with.

A comment was made that the capacity of the bus limited outings and that an additional member of staff would reduce the need for the routine use of relief staff. Another comment suggested increasing the variety of toys/games recognising the different ages/abilities of users.

Another commented that they had feelings of isolation.

External professionals views

There were positive comments about the interaction between the peer group at leisure time, and opportunities to be involved in social/leisure activities only achieved through the support of the unit. The element of independence from the family together with respite being of benefit to other family members was referred to. It was considered that the unit had fulfilled the aims stated at the time of the admission.

The unit are reported to maintain appropriate links with external personnel through direct contact, written information and reviews. The establishment is reported to provide a child friendly physical environment, is welcoming with approachable and helpful staff.

A comment was made that there could be more flexibility regarding frequency and the amount of respite. The rolling programme was considered a bit rigid and not necessarily in accordance with the child or family's needs.

AGENDA