



East Ayrshire
COUNCIL

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT

**THORNTOUN
THORNTOUN ESTATE
CROSSHOUSE**

Thorntoun Ltd

5th September, 2001

Announced

W.J. Duncan
Head of Inspection, Registration and Complaints Unit
East Ayrshire Council
Social Work Department
Council Offices
Lugar
CUMNOCK KA18 3JQ

Tel: 01563 555343 Fax: 01563 555400

1 - INSPECTION INFORMATION

Registration Category:	Elderly male and Female
Registered Capacity:	Residential: 30 Day: 0
Number At time of inspection	Residential: 12 Day: 0
Type of inspection	Announced
Inspector(s):	Mina Cassidy Isobel Dawson
Date of last inspection:	26 th March 2001
For further information on this establishment contact	Alexander Gibson (Manager) 01563 572626

2- Description of establishment, services and facilities.

Thorntoun Estate is jointly registered with Ayrshire and Arran Health Board and East Ayrshire Council. Thorntoun provides a high standard of accommodation, which is situated close to the villages of Crosshouse and Springside. It can accommodate up to 30 residential service users out of a total of 74 places.

The building and grounds are maintained to a high standard with rooms tasteful and comfortably decorated. There is a rolling programme of refurbishment and redecoration. The addition of a conservatory to the front of the Unit has enhanced the quality of the environment even further for the residents.

Inspector: _____

Date _____

Head of IRC Unit: _____

Date _____

3 - QUALITY OF LIFE SUMMARY

In this section the inspectors set out their views 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.

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."

Most residents have single en suite accommodation with appropriate locks fitted. Some residents share twin bedded en suite accommodation with appropriate screening available to protect privacy when required. Both single and twin rooms have a lockable drawer or cupboard. Staff are aware of service users privacy in all aspects of care. Records are securely stored and confidentiality is maintained at all times.

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"

Service users' care plans include health assessments and where appropriate the involvement of community health professionals. Care plans are detailed and holistic. Staff provide care in a sensitive and appropriate manner.

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

The Home has dedicated activity organisers who ensure that service users have the opportunity to participate in a range of internal and external activities that are meaningful and enjoyable.

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."

Fire safety checks are carried out at the required intervals and records are well managed. However, fire safety precautions should also include fire drills with evacuations.

Appropriate moving and handling, general and COHSS risk assessments are in place with a range of health and safety equipment including hoists and bathing aids. Risks in relation to individual service users are identified within care plans. However, these individual risk assessments could be developed further.

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

Records show that service users are involved in the care planning process and are encouraged and supported to make informed choices about their lifestyle and the level of care they wish to receive.

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

A variety of social and therapeutic activities are available within the home.

In addition, service users have the opportunity to take part in regular outings to places of interest and are also encouraged to join in local community activities and clubs.

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

Personal pre-admission assessments, care plans and review records show that the service users cultural and spiritual needs are acknowledged. In addition, local clergy and church groups visit the Home on a regular basis.

4 - Records & Procedures Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Clear Aims & Objectives?	5/9/01	Yes	Contained within the Unit's brochure
Brochure	5/9/01	Yes	The presentation and quality of the brochure is of a very high standard
Admission/ discharge record	5/9/01	Yes	
Medication	5/9/01	Yes	Medication records are well managed with appropriate signatures and codes.
Accidents	5/9/01	Yes	Accident records are comprehensive and detailed.
Incident/violent incident	5/9/01	Yes	No written policy was available at the time of the Inspection. However, the Inspectors examined Incident/ Violent Incident Policy and Procedures used for the other care establishments owned by the Thorntoun Ltd which the Inspectors considered appropriate for this care setting. The Unit Manager informed inspectors that these would be introduced with immediate effect.
Fire safety and checks	5/9/01	In part	All fire safety checks are carried out as required. However it is noted there is no record of fire drills having taken place.
Risk assessments	5/9/01	Yes	General task related risk assessments are in place. However, although it is recognised that possible risks to individual residents is incorporated into the care plan these are not highlighted in a way which is immediately obvious and distinct.
(moving/ handling)	5/9/01	Yes	Detailed separately within the residents' care plans
(COSSH)	5/9/01	Yes	
Restraint (if appliqué)	5/9/01	Yes	As noted in Incidents/Violent Incidents
Complaints	5/9/01	Yes	
Users financial records	5/9/01	Yes	Residents' savings are held in one central account. However, each resident has an individualised savings record where accumulated interest from the main account is proportioned accurately to each resident.

Comments:

The Units records are well maintained and generally of a high standard

Requirements:

Fire drills, which include evacuations to an area out with the Unit or to safe areas within the Unit should be carried out at least twice yearly.

Recommendations:

It is recommended that individual risk assessments should be highlighted separately within the care plan in a way which is obvious and distinct.

Commendations:

The Organisation is commended for the standard of presentation and information contained in the Unit's brochure.

5 - Management and Staffing Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Recruitment practices	5/9/01	Yes	Includes taking up two references before appointments are made and Rehabilitation of Offender Declarations.
Staff meetings	5/9/01	Yes	
Shift handover	5/9/01	Yes	
Staff supervision			Not examined
Training records	5/9/01	Yes	Individual staff training records
Training during last year	5/9/01	Yes	First Aid (4) Fire Safety (5) Health & Safety (1) Elementary Food Hygiene (1) C.P.R. (1) Care & Concern (2) Customer Care (2) Back Care (2) SVQ 2 (6) SVQ 3 (1)
Rotas	5/9/01	Yes	
Contracts of employment	5/9/01	Yes	
Job descriptions	5/9/01	Yes	
Absence levels/ monitoring	5/9/01	Yes	
Staff Turnover	5/9/01	Yes	
Bank Staffing	5/9/01	Yes	

Comments: The Unit continues to offer a broad range of training opportunities for all staff

Requirements:

Recommendations:

6 - Physical / Environment Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Room sizes	5/9/01	Yes	
Double/Single Ratio	5/9/01	Yes	
Ambient Temp	5/9/01	Yes	Warm and comfortable throughout.
Hot Water temp control	5/9/01	Yes	Water temperature controls fitted
Hygiene/cleanliness	5/9/01	Yes	Hygiene and cleanliness maintained to a high standard
Safety of environment	5/9/01	Yes	
Fabric/Decor	5/9/01	Yes	Fabric and décor is to a high standard.
Building maintenance	5/9/01	Yes	
Garden Areas	5/9/01	Yes	Attractive well laid out grounds.
Furnishing; Comfort/quality	5/9/01	Yes	Furnishing is of a high standard of comfort and quality.
Security of establishment	5/9/01	Yes	
Privacy	5/9/01	Yes	Residents bedrooms are fitted with locks. Residents also have a lockable cupboard or drawer. In addition there is a choice of sitting areas where residents can see visitors in private. There is also the facility for residents to make or receive telephone calls in private.

Comments:

Requirements:

Recommendations:

Commendations:

The Organisation is commended for the high standard of fabric and decor and the quality of furnishings throughout the Unit.

7 - Care Standards

Care Planning and Review

	Date Checked	Standard Acceptable?	Findings at current Inspection
Assessment	5/9/01	Yes	The development of Care Plans is addressed on an on-going basis through training and supervision. Care plans are holistic and informative giving clear details of individuals' care needs, their preferences and choices. The language used throughout is sensitive and appropriate.
Care Plans	5/9/01	Yes	
Reviews	5/9/01	Yes	
KeyWorker/ Named worker	5/9/01	Yes	
Daily notes	5/9/01	Yes	
User involvement - care planning and review	5/9/01	Yes	
User contracts	5/9/01	Yes	
Residents information directory	5/9/01	Yes	Residents' information Booklet contains a wide range of information, which is well presented and informative.

Menus and Catering

	Date Checked	Standard Acceptable?	Findings at current Inspection
Menus - choice & quality	5/9/01	Yes	The menu on the day of the inspection offered a nutritional and varied choice of courses at each meal. In addition, there is tea/coffee and a range of fresh home made baking available to residents throughout the day.
Environmental Health Report issues	5/9/01	Yes	The last environmental health report available for examination was 1996. Although the Inspectors did not identify any areas of concern on the day of the Inspection, the Unit Manager is advised to contact the Environmental Health Report for an up to date inspection/report.
Catering equipment and practices	5/9/01	Yes	The Kitchen is well equipped and organised. Fridge and freezer temperatures are recorded daily and food is stored appropriately.

Activity programmes

	Date Checked	Standard Acceptable?	Findings at current Inspection
Displayed Program?	5/9/01	Yes	There are two activity organisers employed in the Unit with one on duty every day (including weekends). There are at least two planned activities each day and frequent outings and visits to places of interest. In addition there are close links with the local community with some residents attending local clubs throughout the winter months. There is a fortnightly church service held in the Unit. A record of residents' participation in activities and outings is included their care plans.
Internal activities	5/9/01	Yes	

External activities	5/9/01	Yes	
Transport arrangements	5/9/01	Yes	The Unit shares a mini bus with the Company's two other care establishments within Thorntoun Estate.

Requirements:

Recommendations:

Commendations:

1. The Manager and staff are commended for the standard of care planning.
2. The Management and staff are commended for the quality and choice of menus.
3. The Organisation is commended for the quality of information and presentation of residents' information booklet.

8 - Inspectors findings on other views

User/Carer views

The Inspectors spoke to a number of residents on the day of the Inspection who all expressed high levels of satisfaction with the standard of care received, the quality of the environment and the choice of food available. Some made particular positive comments about the opportunity to get out and about although some said that they only liked to go out in dry weather. Two residents also completed questionnaires. Again the comments made were positive stating that there was nothing they would want to change and that they particularly enjoyed the company in the Unit.

Two relatives kindly completed questionnaires. The comments made were generally positive. They stated that staff took time to speak to them when their relative first arrived in the Unit. They were happy with the overall standard of care, the cleanliness of the Unit and the quality of food provided. However, one relative stated that their relative would benefit from a choice from a broader range of hobbies and activities and more encouragement could be given to the service user to maintain hobbies and interests. This inspection found a broad range of activities available to service users and their interests and hobbies were addressed within the care plans. Both relatives stated that they had not seen any Inspection Reports for the Unit.

Staff views

Five questionnaires were distributed to staff of which four were returned. All stated that both staff and residents views and opinions were listened to and taken into account. They also stated that they felt valued and were kept up to date with what was going on in the Unit.

AGENDA