



East Ayrshire
COUNCIL

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT

**Woodside House
Mauchline
Mr & Mrs Morris, Woodside House,
Mauchline**

30th October 2001

Announced

W.J. Duncan
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Social Work Department
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1 - INSPECTION INFORMATION

Registration Category:	Elderly Male and Female
Registered Capacity:	Residential: 19 (3 doubles to 13 single rooms 9 with en-suite) Day:0
Number At time of inspection	Residential: 18 Day:0
Type of inspection	Announced
Inspector(s):	Mina Cassidy
Date of last inspection:	20 th April 2001
For further information on this establishment contact	Mrs.E. Morris - 01290 550633

2- Description of establishment, services and facilities.

Woodside House is a traditional, red sandstone 19th century house set in landscaped gardens. It is situated on the edge of Mauchline within easy reach of the shops, community facilities and public transport. The original house is on two levels with stair lift access to the upper floor. The purpose built extension provides single bedrooms with ensuite accommodation. All public rooms are on the ground floor.

Building development within the grounds includes a recently completed house. This does not impinge on residents' privacy or garden space.

The unit is currently entering a transition phase with the owner/manager entering into retirement and her daughter in law taking over responsibility. This will ensure the maintenance of the family connection.

Inspector: _____

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. A short statement setting out the standard that is expected to be achieved follows each heading. This is followed by comments from the inspector giving their view of performance on this standard

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."*

Although Woodside is a relatively small unit residents can and do choose to spend time in their rooms, a comfortable lounge, a conservatory and the separate dining area. Residents open their own mail and are able to make and receive telephone calls in private. Although adequate screening is available individuals' privacy is limited in shared rooms.

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"*

Residents are cared for by a small staff team who familiarise themselves with all aspects of their changing care needs before each shift. Assessment and care planning continue to improve and develop. However, the quality and content of residents' daily notes require to be improved.

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

Residents express high levels of satisfaction with the standard of care they receive in the Unit. Residents are encouraged to participate in care planning and review process and also state their views on general issues at residents' meetings. The Unit has recently purchased an appropriately adapted mini bus, which has increased the residents' opportunities to participate in external activities.

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."*

The unit has an alarm on the door to ensure that staff are alerted to anyone leaving or entering the unit. In addition to residents' individual risk assessments there are also general task related and COSHH in place.

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

Residents are given a significant level of choice in relation to the management of finance, medication, menus and activities. They are encouraged to attend their own reviews and contribute to their own care plans.

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

As stated in sections 3 and 5 efforts are made in the areas of activities, menus, reviews etc. to encourage the full participation of residents

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

There are regular visits by religious personnel to ensure that residents' pastoral needs are met. A social history is held in each case file.

4 - Records & Procedures Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Clear Aims & Objectives?	20/4/01	yes	There is evidence of aims & objectives although the content, layout and format require improvement.
Brochure	20/4/01	yes	
Admission/discharge record	30/10/01	yes	Administration and Discharge records are held in a loose-leaf folder. These records are well maintained and up to date. However, it is recommended that these records be held in a fixed page book in chronological order.
Medication	30/10/01	in part	Medication records are completed with appropriate codes and the signature of a member of staff. However, MAR sheets should give up to date and accurate information regarding the type, dose and times of individuals' medications. Any changes made by General Practitioners, either verbally or in writing, should be recorded on the MAR sheet until the MAR sheet is replaced at the earliest opportunity by the pharmacist detailing the change to the prescription.
Accidents	30/11/01	yes	
Incident/violent incident	20/4/01	yes	
Fire safety and checks	30/11/01	In part	Weekly fire alarm checks are not being recorded. However, all other fire safety checks including fire exits, and fire extinguishers are being carried out on a monthly basis. In addition, fire drills are carried at least six monthly with either full or partial evacuations.
Risk assessments	30/10/01	yes	.
(moving/handling)	30/10/01	yes	Moving and Handling risk assessments are presently incorporated in individuals' general risk assessments. However, it is recommended that these assessments are recorded separately and held in individuals' files.
(COSSH)	30/10/01	yes	COSHH assessments are now available and easily accessible by staff.
Restraint (if applic)	30/10/01	yes	A restraint policy is currently in draft form and will be examined in more detail at the next Inspection
Complaints	20/4/01	yes	
Users financial records	20/4/01	yes	

Comments:

Requirements:

1. Residents' Medication Administration Records must contain accurate up to date information.
2. Weekly fire alarm checks must be carried out and recorded as part of the Units' overall fire safety systems.

Recommendations:

1. It is recommended that admission and discharge records be maintained in a fixed paged book rather than the present loose-leaf format.

5 - Management and Staffing Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Recruitment practices	30/10/01	yes	Job descriptions are now included within the Units' recruitment pack.
Staff meetings	30/10/01	yes	Monthly staff meetings and regular senior staff meetings are now taking place.
Shift handover	30/10/01	yes	A 30 minute shift hand-over is built into the rota.
Staff supervision	30/10/01	yes	The Manager informed the Inspector that the introduction of formal supervision is imminent with senior staff having delegated responsibility, as part of their own development plan, for the supervision of basic grade staff. This will supplement the Units' six monthly appraisal system which is currently in place.
Training records	30/10/01	Yes	
Training over the past year	30/10/01	Yes	Food Hygiene, Elder Abuse, Moving & Handling, Insight into Parkinson's, Fire Safety, SVQ(2),
Rotas	30/10/01	Yes	Appropriate staffing levels appear to be in place throughout a 24hr period.
Contracts of employment	30/10/01	Yes	
Job descriptions	30/10/01	Yes	
Absence levels/ monitoring	20/4/01	Yes	
Staff Turnover	30/10/01	Yes	Six members of care staff have moved on in the last twelve months. Reasons for turnover, included retirement due to ill health, entrance to nursing training and other full time training courses.
Bank Staffing	30/10/01	Yes	The Unit has employed two bank members of staff who have been included in the Units' training programme.

Comments:

Requirements:

Recommendations:

6 - Physical / Environment Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Room sizes	30/10/01	Yes	Not examined.
Double/Single Ratio	30/10/01	No	There are currently 13 single and 3 double rooms. The Manager hopes to reduce the number of double rooms by at least one as part of the long-term plans for the unit.
Ambient Temp	30/10/01	Yes	The Unit was comfortable and warm throughout.
Hot Water temp control	30/10/01	Yes	Since the previous Inspection, thermostat controls have now been fitted to all water points.
Hygiene/cleanliness	30/11/01	Yes	The Unit was clean and fresh throughout.
Safety of environment	30/10/01	No	Radiators throughout the Unit require to be covered as a matter of priority. The action plan for this Report should include the expected completion date for this work.
Fabric/Decor	30/10/01	Yes	The standard of fabric and décor is generally good. The kitchen has been recently re-tiled and redecorated. In addition three bedrooms have been re-decorated and re-carpeted as part of a rolling programme.
Building maintenance	30/10/01	Yes	
Garden Areas	30/10/01	Yes	
Furnishing; Comfort/quality	30/10/01	Yes	Furnishings are of a high standard of comfort and quality. This has been enhanced further by the recent purchase of twelve new beds.
Security of establishment	30/10/01	Yes	Visitors to the Unit have to ring the front door bell for access. Gardens have appropriate perimeter fencing with secured gates.
Privacy	30/10/01	In part	Residents have free access to their own mail and are able to make and receive telephone calls in private. Residents are able to see their visitors in private. Although screens are used in shared rooms and every effort made by staff to protect individuals' privacy, the existence of shared rooms limits individuals' privacy.

Requirements:

1. The unit is required to fit radiator covers on all radiators within an agreed timescale.
2. It is required that the number of double rooms be reduced to improve the single to double ratio.

Recommendations:

Commendations:

Management are commended for the standard of fabric and décor and the quality and comfort of furnishings throughout the Unit.

7 - Care Standards

Care Planning and Review

	Date Checked	Standard Acceptable?	Findings at current Inspection
Assessment	30/10/01	Yes	
Care Plans	30/10/01	Yes	The Unit has continued to develop care plans to a good standard.
Reviews	30/10/01	Yes	Reviews take place at the required intervals.
Keyworker/ Named worker	30/10/01	Yes	A keyworker system has now been introduced which has been supported by appropriate training.
Daily notes	30/10/01	In part	Daily notes are inconsistent in frequency, content and quality. This requires to be addressed as part of the Units staff training and development programme.
User involvement - care planning and review	30/10/01	Yes	Residents do attend and participate in the review system. Records also show that residents or their relative/representative are involved in the care planning process. In addition there is a residents' committee which takes place on a monthly basis and discuss issues relating to the Unit including outings and entertainment,
User contracts	20/4/01	Yes	
Residents information directory	30/10/01	Yes	A residents' information folder is available at the entrance hall. This includes a range of information from local services, places of interest and forthcoming events. The Notice board in the entrance hallway also contains a range of information including programmes for local theatres with a schedule of forthcoming productions.

Menus and Catering

	Date Checked	Standard Acceptable?	Findings at current Inspection
Menus - choice & quality	20/4/01	Yes	There are at least 4 choices of main courses on offer every lunchtime.
Environmental Health Report issues	30/11/00	Yes	
Catering equipment and practices	20/4/01	Yes	The Kitchen has been recently re-decorated and re-tiled.

Activity programmes

	Date Checked	Standard Acceptable?	Findings at current Inspection
Displayed Program?	30/10/01	Yes	
Internal activities	30/10/01	Yes	
External activities	30/10/01	Yes	External activities have been increased in recent months following the Unit's purchase of a mini-bus, which is appropriately adapted to meet the needs of

			residents.
Transport arrangements	20/4/01	Yes	

Requirements:

Daily notes must be maintained in order to ensure that residents' changing needs are addressed and care plans and reviewed accordingly. This should be included in the Units' training programme.

Recommendations:

Commendations:

The Unit is commended for the range of information available to residents and visitors in the form of the residents' directory and the additional information displayed on notice boards in the Unit.

8 - Inspectors findings on other views

User/Carer views

Five residents kindly completed confidential questionnaires. All commented very positively about the standard of care they received. Particular comments were made about the comfort of the Unit the good company and the friendly staff.

The inspector also had the opportunity to speak informally with residents during the visit. All expressed great satisfaction about a range of issues including the choice of food and the staff team.

Staff views

Five questionnaires were distributed to staff of which three were returned. All expressed general satisfaction about their work at the unit. They stated that they felt valued and that their views and opinions were taken into account and that they were kept up to date with what was happening in the Unit.

Relatives/Carer Views

Three relatives kindly completed confidential questionnaires. Comments made were generally positive. They were able to identify a member of staff whom they would be able to speak to about their relative and felt that they would be able to make a complaint if required. They found the Unit to be comfortable, clean and warm at all times.

AGENDA