

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

ROSS COURT

Date of Inspection:

28 March 2001

**W.J. Duncan
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East Ayrshire Council
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INSPECTION INFORMATION

NAME OF ESTABLISHMENT: Ross Court

LOCATION OF ESTABLISHMENT: Titchfield Street
Galston
Tel 01563 820941

MANAGING ORGANISATION: East Ayrshire Council

CATEGORY (as per Registration): Elderly Male & Female users

**MAXIMUM NUMBER OF RESIDENTS
TO BE ACCOMMODATED (as per Registration):** 17 (5 permanent, 12 respite from
the community - both planned and
emergency admissions)

**NUMBER RESIDENTS/ATTENDING
AT TIME OF VISIT:** 5 permanent, 12 respite, 5 day
care

NATURE OF INSPECTION Short, focused, unannounced

INSPECTOR(S) PARTICIPATING: Mrs Isobel Dawson

DATE(S) OF INSPECTION: 28 March 2001

DATE OF LAST INSPECTION : 23 November 2000

**FOR FURTHER INFORMATION ON
THIS ESTABLISHMENT CONTACT** **Mrs Madge Gavin** Unit Manager
Ms Margaret Richmond
Service Officer
01563 576984

EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT

SUMMARY INSPECTION REPORT

Ross Court

28 March 2001

Summary of Inspection

Ross Court is a purpose built Residential Unit owned and managed by East Ayrshire Council. All users have single bedrooms, the unit is on one floor and there is easy access throughout. The unit is set on the edge of Galston and within easy reach of shops and local services. A public bus service stops outside the unit.

Since the time of the last Inspection a number of areas have been upgraded. Bedrooms have been recarpeted and new curtains fitted, the front vestibule and hall which is a popular meeting place for residents, has been redecorated, recarpeted and provided with comfortable new furniture. Other shared areas also have new furniture, lamps, pictures and soft furnishings. These areas have been upgraded to a good standard and provide a very pleasant environment which is clearly enjoyed by users.

An issue requiring further discussion and clarification is the changing ethos of the unit. Previously it offered 15 permanent places for older people but it now provides only 5 permanent and 12 respite, (short term) places.

Staff remain committed to providing a sensitive, caring service and are anxious to maintain the quality of care referred to in previous inspection reports.

Previous recommendations carried forward:

1. It is concerning to note that residents do not yet have individual contracts, this recommendation is reiterated
2. Some areas of the unit do not reach an acceptable temperature at certain times of the day. It is understood that this is being investigated with a view to overcoming the problem.
This recommendation is reiterated
3. It is recommended that the remaining beds which, although quite new, are of a poor design and should be replaced as soon as possible.

Further recommendations

1. Confirmation is required that consideration has been given to the changing ethos of this unit. (see Quality of care arrangement 1(b))
2. It is concerning to note that residents do not yet have individual contracts, this recommendation is reiterated

DETAILED INSPECTION FINDINGS

QUALITY OF RECORDS

1. Sampled Case Files

(a) Recommendations in last report

Previous recommendations that residents should have individual contracts was again reiterated.

The Manager and Staff were commended for the improvements made in the quality of care plans and the way in which residents were involved in the care planning process.

(b) Progress & additional observations at this Inspection

It is concerning to note that residents do not yet have individual contracts, this recommendation in reiterated

2. Staffing Levels

(a) Recommendations in last report

The Manager and staff were commended for their flexibility and cooperation to ensure that adequate staffing levels are maintained on all shifts.

(b) Progress & additional observations at this Inspection

There has been an increase of one staff member on all waking hours shifts in addition to 19 hours per week for respite cover.

3. Staff Training and Qualifications

(a) Recommendations in last report

The Unit Manager and external Managers were commended for the range of relevant training made available to staff.

QUALITY OF PHYSICAL ENVIRONMENT

1. Heating levels (including water temperature control)

(a) Recommendations in last report

1. All areas of the unit should be maintained at a warm and comfortable temperature at all times of the day and night.

2. Water should be at an acceptable temperature at all areas sourced by residents.

(b) Progress & additional observations at this Inspection

1. Temperature checks indicate that some areas of the unit do not reach an

acceptable temperature at certain times of the day. It is understood that this is being investigated with a view to overcoming the problem.

This recommendation is reiterated

2. This recommendation has been dealt with satisfactorily. Thermostatic valves have been fitted throughout the unit.

3. Hygiene and cleanliness

(a) Recommendations in last report

It is recommended that the shelving unit in the food storage area in the kitchen is made impervious and the kitchen units replaced.

(b) Progress & additional observations at this Inspection

This recommendation has been acted on and the work completed. However, it would appear that the kitchen units are of normal household rather than industrial quality and they are likely to have a short life span. It is noticed that one drawer is already out of use.

4. Fabric and decor standards

(a) Recommendations in last report

None made

(b) Progress & additional observations at this Inspection

Residents' bedrooms continue to be upgraded, carpets, curtaining and some beds have been replaced. Bedrooms now appear comfortable, homely and fresh. **It is recommended that the remaining beds which, although quite new, are of a poor design and should be replaced as soon as possible.**

The entrance vestibule and front hall have been redecorated and recarpeted. In addition a number of items of furniture, paintings and soft furnishings have been purchased. All of this has enhanced these areas as well as the sitting room.

It is hoped that consideration will be given to renewing the carpets in the corridors which are clearly showing sign of age.

QUALITY OF CARE ARRANGEMENTS

1. Care System: Methods for Individual Care Planning and Review

(a) Recommendations in last report

None made

(b) Progress & additional observations at this Inspection

Recently the ethos of Ross Court has changed. Previously it offered permanent care to around 15 residents with an additional two rooms for planned respite care for people from the community. The majority of places are now for respite care (12 both planned and emergency placements) with a minority of permanent places (5). In addition the unit services the linked sheltered housing which includes the

provision of a lunch club.

Clearly this situation raises significant issues about the living and caring environment provided for permanent residents.

Inspectors understand that residents contracts will be piloted shortly in one Local Authority establishment. These will then be implemented for all residents in all units by December 2001.

Inspectors should be appraised in progress with implementing contracts for residents.

In the view of the Inspector the main issues requiring further consideration at this time are:-

- The impact on the quality of life for permanent residents by the presence of such a high proportion respite residents or day attenders.
- A statement of aims and objectives of the service should be available to all persons accessing the service.
- A clear agreed statement should be available to the service user, unit and community staff on the expectations of both during the period of respite, and an agreed contract made prior to an arranged admission, or immediately following an emergency admission.
- Consideration should be given to supporting unit staff in their assessment, care planning and skill maintenance/rehabilitation programme by way of input from appropriately trained staff.

3. Quality of activity programmes

(a) Recommendations in last report

The Manager and staff were commended for the range of entertainment and activities available to residents and for maintaining close links with the local community

LEAD INSPECTOR:

SIGNATURE: _____ **Date** _____

COUNTERSIGNED BY HEAD OF UNIT: W J Duncan

SIGNATURE: _____ **Date** _____

AGENDA