

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

AFFLECK HOUSE

Date of Inspection: 13 March 00

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

NAME OF ESTABLISHMENT:	Affleck House
LOCATION OF ESTABLISHMENT:	Sorn Road, Auchinleck KA18 2HN
MANAGING ORGANISATION	East Ayrshire Council
CATEGORY :	Elderly, residential & Day Care
MAXIMUM NUMBER OF RESIDENTS TO BE ACCOMMODATED):	28 residential & 8 day care
NUMBER RESIDENTS/ATTENDING AT TIME OF VISIT:	25 + 2 respite
NATURE OF INSPECTION:	Short, unannounced, focused, evening
INSPECTOR(S) PARTICIPATING:	Mrs Isobel M Dawson Mr George Stewart
DATE(S) OF INSPECTION:	13 March 00
DATE OF LAST INSPECTION REPORT:	21 October 99
FOR FURTHER INFORMATION ON THIS ESTABLISHMENT CONTACT	Mr A Gibb, Manager Tel 01290 420902

QUALITY OF RECORDS

1. Sampled Case Files

(a) Recommendations in last report

No recommendations made; management and staff were commended for the quality of residents records

(b) Findings at this Inspection - Progress

Four files were checked during this short focused Inspection. All were found to be up-to-date and well managed.

(c) Additional Inspectors observations at this Inspection

None

2. Sampled Financial Records

(a) Recommendations in last report

None made

(b) Findings at this Inspection - Progress

Not inspected during this short, focused Inspection

(c) Additional Inspectors observations at this Inspection

None

3. Other records including specific comment on Fire Safety records and Medication records

(a) Recommendations in last report

None made. Management was commended for the detailed review that followed the last fire drill.

(b) Findings at this Inspection - Progress

Fire Records: All necessary checks have been completed and records appropriately maintained. A detailed report was made on an evacuation. Details of all residents are held within the Fire Records as recommended in the Council's Emergency Plan.

Medication records: not checked.

(c) Additional Inspectors observations at this Inspection

None

QUALITY OF MANAGEMENT AND STAFFING

1. Communication systems within the staff group

(a) Recommendations in last report

None made. Regular staff meetings took place and there were appropriate arrangements for the sharing of information.

(b) Findings at this Inspection - Progress

Not inspected during this short, focused Inspection.

(c) Additional Inspectors observations at this Inspection

None

2. Staffing Levels

(a) Recommendations in last report

None made

(b) Findings at this Inspection - Progress

Rotas indicated that appropriate staffing levels cover all shifts. Inspectors were informed that there has been an increase in the overall staffing complement.

(c) Additional Inspectors observations at this Inspection

None

3. Staff Training and Qualifications

(a) Recommendations in last report

None made.

The external manager and unit manager were commended for their commitment to staff training.

(b) Findings at this Inspection – Progress

Number of training days during last year:

	Management	Care Staff	Domestic staff
Moving & Handling	10	20	8
Moving & handling training for trainers	4		
Fire Safety		4	
Food handling		2 in April 2000	
SVQ		14 (2 care staff completing level 3)	
Work place assessors		4	
Dementia care	15		
Supervisee	9 half days		
Supervision	2		
Time management	1		
Groupwork	10		
Person centred planning	3		
Anti Racism	4		

QUALITY OF PHYSICAL ENVIRONMENT

1. Compliance with space standards

(a) Recommendations in last report

Bedrooms are slightly below present minimum registerable standards. The variety of shared space throughout the unit is well used by residents and is above the required standards.

(b) Findings at this Inspection - Progress

Not inspected during this short, focused evening inspection.

(c) Additional Inspectors observations at this Inspection

None

2. Heating levels (including water temperature control)

(a) Recommendations in last report

It was recommended that priority be given to dealing with the water temperature.

(b) Findings at this Inspection - Progress

These recommendations continue to be progressed. A number of radiator covers and shower thermostats have been fitted.

(c) Additional Inspectors observations at this Inspection

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3. Hygiene and cleanliness

(a) Recommendations in last report

Reference was made to a recent East Ayrshire Council Environmental Health Report, which referred to upgrading requirements in the kitchen as follows: -

1. Additional ventilation and pipes to be boxed in
2. Repair to areas of broken floor surface
3. Leaking waste disposal unit
4. Difficult of main work tops and kitchen units

(b) Findings at this Inspection – Progress

1. Completed
2. Outstanding
3. As parts are no longer available the unit will be replaced
4. Work tops replaced

(c) Additional Inspectors observations at this Inspection

The Unit Management and Council are commended for their response to previous recommendations.

4. Safety of the environment

(a) Recommendations in last report

1. Work has commenced on the fitting of appropriate locks to bedroom doors.
2. Recommendations regarding radiator covers were being progressed.
3. Work remained outstanding on regulating the temperature of the hot water.

(b) Findings at this Inspection - Progress

1. Locks have now been fitted to 50% of bedroom doors and the remainder is being progressed
2. Additional appropriate radiator covers have been fitted.
3. Work has commenced on the fitting of thermostats.

(c) Additional Inspectors observations at this Inspection

There has been considerable progress in previous recommendations. It is anticipated that the remaining bedrooms will be fitted with appropriate locks over the next few months.

A number of radiator covers have been fitted; their design is both efficient and aesthetic in appearance.

It is reported that out of the required 20 thermostats, six have been fitted. (Inspectors were subsequently advised that all thermostats have now been fitted)

The completion of this work will be reviewed at the next Inspection.

5. Fabric and decor standards

(a) Recommendations in last report

It was disappointing to note that the poor quality front doors reported at the last Inspection were unchanged.

The unit staff and management were commended for the considerable personal effort and commitment put into improving the standards of décor in the unit.

(b) Findings at this Inspection - Progress

Work has commenced on constructing a conservatory at the front of the house. This area will not only provide a pleasant seating area with open aspects, but will overcome the previous problems with the front doors.

(b) Additional Inspectors observations at this Inspection

Users and staff are looking forward to the new conservatory area, which in addition to providing an additional seating area with a pleasant outlook, will also upgrade the popular entrance foyer.

6. Standards of building maintenance

(a) Recommendations in last report

None made

(b) Findings at this Inspection - Progress

Not inspected in detail during this short, focused, evening Inspection.

- (c) **Additional Inspectors observations at this Inspection**
None

QUALITY OF CARE ARRANGEMENTS

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

(a) **Recommendations in last report**

It was noted that resident's contracts were nearing completion and should be available to residents in the near future.

(b) **Findings at this Inspection - Progress**

It is concerning to note that residents do not yet have contracts.

(c) **Additional Inspectors observations at this Inspection**

Four care plans were looked at in detail. It was noted that all users have key workers who have particular responsibilities for managing care planning and reviews. The contents of the files seen were insightful, sensitive and responsive to user's needs.

Reviews were held appropriately.

Reviews and care planning is well managed and clearly takes account of resident's views and wishes. Staff are commended for the quality of the records seen.

The completion of resident's contracts should be expedited.

2. Quality of Menus and Catering arrangements

(a) **Recommendations in last report**

Residents commented that the menus reflected their likes and dislikes and that they enjoyed their food. A choice of course is provided and in addition one day each week is "resident's choice day" when individuals can order anything of their choosing.

(b) **Findings at this Inspection - Progress**

Not inspected during this short, focused inspection.

(c) **Additional Inspectors observations at this Inspection**

None

3. Quality of activity programmes

(a) **Recommendations in last report**

None

(b) **Findings at this Inspection - Progress**

The activity programme was not inspected during this short focused Inspection. However, the buzz and the sense of activity impressed Inspectors when they entered the unit unannounced after 8.30pm.

(c) **Additional Inspectors observations at this Inspection**

None

INSPECTORS FINDINGS ON OTHER VIEWS

1. Staff views expressed

(a) Recommendations in last report

None made

(b) Findings at this Inspection - Progress

Five staff completed confidential questionnaires.

All stated that they got job satisfaction from their work particularly as they were able to provide a quality service and a good standard of care to the users.

They suggested that ways of further improving the service would be through additional staffing at certain times to allow for outings/holidays for users; having increased access to transport and employing a "waking senior" on night shift. All staff found the unit warm and comfortable.

Staff confirmed that both theirs and users views were listened to and that their complaints were acknowledged.

A member of staff referred to their ability to spend time with individual users encouraging reminisces.

Reference was made to the satisfaction gained from encouraging and supporting staff members through supervision and the role in mediation.

(c) Additional Inspectors observations at this Inspection

Staff are commended for the attention and consideration time given to completing the questionnaires.

2. User/Carer views

(a) Recommendations in last report

None made

(b) Findings at this Inspection - Progress

Five residents completed confidential questionnaires following this short, focused, unannounced Inspection.

The more recent admissions confirmed that they had been given enough information about the unit before choosing to live in Affleck House. The others, who had lived in Affleck House for a number of years, stated that they were not given enough information and could not remember if they had chosen to live in the Unit.

All users feel welcomed and are treated as individuals, their likes and dislikes are known and they feel settled.

Users confirmed that the unit is always warm, comfortable and clean.

What they liked best about the unit was spending time chatting, the company, being in a warm friendly environment, feeling safe. One commented that "it is a nice place to live in every way".

What was liked least about living in the unit was being sometimes disturbed or annoyed by other users. However, the majority considered that there was

nothing they would like to change.

(c) Additional Inspectors observations at this Inspection

The comment from some users that they did not have enough information prior to admission differs from the view of users admitted during the past few years. This would seem to indicate positive changes in the pre-admission process over recent years.

EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT

SUMMARY INSPECTION REPORT

Affleck House

Date of Inspection 12 March 2000

Summary of Inspection

Affleck House is a purpose built residential establishment that is owned and managed by East Ayrshire Council. The unit was originally opened around 1974 and was upgraded in 1996. All users have single accommodation, with twenty-six permanent, two respite as well as Day Care places. At the time of this Inspection there was one residential vacancy and day care averaging a 40% occupancy.

The unit is on one level with easy access around all the facilities. There are various comfortable, pleasantly furnished areas; residents and their visitors regularly use homely sitting rooms throughout the unit.

This short, evening Inspection focused mainly on the recommendations of previous Inspection Reports in which reference was made to a number of upgrading requirements, particularly radiator covers, thermostats, kitchen repairs and bedroom locks.

In this report Inspectors have commended the Staff, Management and Council for the completion of the bulk of outstanding work. In addition, a new glassed-area is being built at the front of the building. This will not only overcome the previous problems at the front entrance, but will provide natural light to the seated entrance foyer and an additional pleasant area for users.

Resident's records, reviews and care planning are insightful and continue to indicate that staff are sensitive and responsive to user's needs.

Staffing levels are appropriate to meet the needs of the present user population. Inspectors were informed that there has been a further increase in the overall staffing complement.

Affleck House continues to be a well-managed unit. Information from staff indicates that they feel a part of the overall team and that they receive appropriate support and training.

Previous recommendations carried forward:

1. There has been considerable progress in previous recommendations regarding the fitting of appropriate bedroom door locks, radiator covers and thermostats.
The completion of this work will be reviewed at the next Inspection.
2. Resident's contracts should be expedited.

Further recommendations

None

Commendations

1. The Unit Management and Council are commended for their response to previous recommendations.
2. Staff are commended for the quality of the records seen.

LEAD INSPECTOR: Mrs Isobel M Dawson

SIGNATURE: _____ **Date** _____

COUNTERSIGNED BY HEAD OF UNIT: W J Duncan

SIGNATURE: _____ **Date** _____

AGENDA