



**East Ayrshire**  
COUNCIL

## **SOCIAL WORK INSPECTION UNIT**

# **INSPECTION REPORT AND SUMMARY REPORT**

**Dean House**

**28<sup>th</sup> November 2000**

**W.J. Duncan  
Head of Inspection, Registration and Complaints Unit  
East Ayrshire Council  
Social Work Department  
Council Offices  
Lugar  
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## INSPECTION INFORMATION

**NAME OF ESTABLISHMENT:** Dean House

**LOCATION OF ESTABLISHMENT:** 74 Beansburn Road  
Kilmarnock

**MANAGING ORGANISATION:** Owned by Mrs W Welsh

**CATEGORY (as per Registration):** Elderly Male and Female

**MAXIMUM NUMBER OF RESIDENTS  
TO BE ACCOMMODATED (as per Registration):** 15

**NUMBER RESIDENTS/ATTENDING  
AT TIME OF VISIT:** 15

**NATURE OF INSPECTION** Full Announced

**INSPECTOR(S) PARTICIPATING:** Mina Cassidy

**DATE(S) OF INSPECTION:** 28<sup>th</sup> November 2000

**DATE OF LAST INSPECTION REPORT:** 9<sup>th</sup> & 15<sup>th</sup> March 2000

**FOR FURTHER INFORMATION ON  
THIS ESTABLISHMENT CONTACT** Mrs W Welsh  
Tel. 01563 536590

## QUALITY OF RECORDS

### 1. Sampled Case Files

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Residents' files contain relevant up to date information, which is organised and well managed. The information includes, general correspondence, residents' contract, admission assessment, community care documentation and review minutes.

### 2. Sampled Financial Records

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

The record of residents' personal allowance is clearly laid out and easy to follow. This weekly amount is paid either directly to individual residents or to the residents' family if they are unable to manage their own finances. The resident or relative's signature and the signature of two members of staff accompany each transaction. It is suggested that, where a relative is receiving and signing for more than one weeks' personal allowance the relative should indicate the sum received with their signature.

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

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

**Fire Records** include an up-to-date record of all weekly checks, including fire alarms, fire exits, emergency lighting and extinguishers. A list of maintenance contractors and contact telephone numbers. A copy of the Unit's fire procedures, an annual up date of staff fire training with a copy of completed questionnaires and the signatures of staff as a record of completion. It is also noted that a fire drill and full evacuation took place on 2.11.00.

**Medication Records** using the Boots Monitored Dosage system is completed diligently with signatures in place and the appropriate codes. The Unit takes advantage of Boots regular training seminars and the excellent support provided by the pharmacist in the local Boots Pharmacy.

**Admission and Discharge records** are well maintained and up to date. They include the residents' name and address, date of admission, date of birth, religion, next of kin and date of discharge.

**Accident records** are held separately for residents and staff. It is suggested that an additional column is included in the residents' record to indicate the preventative measures required to avoid a reoccurrence.

**Complaints' Policy** is displayed on the Units notice board giving instructions on how to make a complaint and how the complaint will be dealt with. This also includes a contact telephone number for East Ayrshire Councils' Inspection Registration and Complaints Unit. It would be beneficial to residents and visitors if the complaints' procedure is more user friendly and accessible.

**It is recommended that the Units' Complaints procedure be more accessible and user friendly.**

## QUALITY OF MANAGEMENT AND STAFFING

### 1. Communication systems within the staff group

**(a) Recommendations in last report**

None

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

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

A range of formal and informal communication systems are in place, which include verbal and written shift hand overs and staff and residents meetings. In addition staff receive appropriate supervision and annual appraisals.

### 2. Staffing Levels

**(a) Recommendations in last report**

None

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

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

Rotas show that an appropriate number of staff are on duty over the 24-hour period.

### 3. Staff Training and Qualifications

**(a) Recommendations in last report**

None

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

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

Each member of staff has an individual training record that gives details of the dates of all courses attended and a brief description of the content. The Unit also has a comprehensive induction pack, which includes an introduction to the establishment, and the expectations of their role as care worker, a copy of the relevant job description, the fire procedures and a range of relevant information and instructions.

	Management	Care Staff	Domestic Staff
Induction		10	
Lifting & Handling		6	
Fire Safety	All staff	Six monthly	
SVQ	1		
Dysphasia		2None	

## QUALITY OF PHYSICAL ENVIRONMENT

### 1. Compliance with space standards

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

One double room has recently been divided into two single rooms, each of which complies with registration standards. The Unit now has eleven single rooms and two double rooms. The Manager confirms that she is proposing to further reduce the double rooms by one in the very near future.

**The manager is commended for her ongoing commitment to the reduction in the ratio of single to double bedrooms.**

### 2. Heating levels (including water temperature control)

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

The Unit is warm and comfortable throughout. Thermostatic regulated valves are fitted to all wash hand basins and baths. A safety cover has recently been fitted to the radiator in the dining room. The plan to fit these covers on all radiators throughout the building has come to a temporary stop as the manager feels that the present design does not fit in with the surrounding décor and therefore some consideration has to be given to the design of an appropriate alternative. It is acknowledged that these covers should whenever possible fit in with surrounding décor however, the issue of safety should be given priority and further delay avoided.

**It is recommended that the fitting of appropriate radiator covers should continue throughout the Unit**

### 3. Hygiene and cleanliness

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

The Unit is odour free with high standards of cleanliness throughout.

#### **4. Safety of the environment**

**(a) Recommendations in last report**

None

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

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

See Quality of Physical Environment Section 2 ( c )

#### **5. Fabric and decor standards**

**(a) Recommendations in last report**

None

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

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

The Unit continues to provide residents with a very pleasant environment with good quality furnishings and attractive décor.

The Unit has recently renewed the carpets in all public areas and most bedrooms throughout the Unit. The quiet room and dining room have been redecorated and new dining chairs have been purchased. Residents' bedrooms are decorated when required in full consultation with the resident.

**The Unit Manager and staff are commended for the high standard of fabric and décor in the Unit.**

#### **6. Standards of building maintenance**

**(a) Recommendations in last report**

None

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

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

There are no major maintenance issues outstanding at this time.

## QUALITY OF CARE ARRANGEMENTS

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

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Care plans are detailed and reflected the holistic needs of the resident. They make very detailed reference to the likes/dislikes and preferences of residents and instructions on how these should be achieved. It is noted that there is no indication on the care plans of the content being regularly reviewed. Although a very detailed care needs summary is completed for each resident on a three monthly basis these summaries are not linked to a review of the residents' care plan. This very useful care plan summary should be used to inform a review of the care plan. The date of these reviews and any subsequent changes should be recorded in the care plan and whenever possible resident should be encouraged to sign their care plan.

**It is recommended that Care plans be regularly reviewed and whenever possible residents should be encouraged to sign their care plans.**

### 2. Quality of Menus and Catering arrangements

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Menus for each day are very attractively presented and appear to offer the residents a nutritional balanced diet. It is noted that the menu does not offer a choice at most meals although the Manager informs the inspector that residents can have an alternative of their choosing if the stated meal is not to their taste.

**It is recommended that a choice of menu is indicated for each meal.**

### **3. Quality of activity programmes**

**(a) Recommendations in last report**

None

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

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

At least one organised activity takes place in the Unit each day. In addition, occasional outings are arranged and a selection of entertainers provides regular musical entertainment. Some of the residents attend two local lunch clubs on a fortnightly basis; one resident informed the inspector that she looked forward to her afternoons there and enjoyed the company.

**Management and staff are commended for developing and maintaining links with the local community**

## **INSPECTORS FINDINGS ON OTHER VIEWS**

### **1. Staff views expressed**

**(a) Recommendations in last report**

None

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

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

Five questionnaires were distributed to staff of which four were returned. Staff expressed high levels of job satisfaction and considered themselves to be valued and kept up to date with what was happening in the Unit. They stated that their complaints were always listened to. They also stated that they were given the opportunity to undertake relevant training.

### **2. User/Carer views**

**(a) Recommendations in last report**

None

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

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

Five questionnaires were distributed to residents all of which were returned. They each expressed a high level of satisfaction with the quality of care provided by staff. They made specific comments about the high standard of food, the pleasant and the homely environment and the company of other residents and staff. Residents also stated that they felt safe and secure in the Unit.

## **EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT**

### **SUMMARY INSPECTION REPORT**

**Dean House  
28<sup>th</sup> November 2000**

#### **Summary of Inspection**

Dean House is a privately owned establishment that is managed by the owner. The original Victorian house had an extension added in 1993 and can now accommodate 15 older people. The house is situated in the main road leading out of Kilmarnock towards Glasgow. Public Transport is readily available and the town centre is about one mile from the house.

The Unit Manager has reduced the number of double rooms in the Unit by dividing a large double room into two attractive single rooms. The Unit has a warm and homely atmosphere and is furnished and decorated to a high standard.

This inspection found records to be maintained and managed to a good standard. A range of formal and informal communication systems ensures that the residents changing care needs are met. Reviews are up to date and care plans reflect the holistic needs of residents.

Dean House continues to provide a high standard of care from an enthusiastic and caring staff group. Residents refer to the friendliness and warmth of staff, to their comfortable and pleasant surroundings and to their enjoyment of the company of other residents.

#### **Previous recommendations carried forward:**

None

#### **Further recommendations**

- 1. The Units' complaints procedure should be more accessible and user friendly.**
- 2. The fitting of appropriate radiator covers should continue throughout the Unit**
- 3. Care plans should be regularly reviewed and whenever possible residents should be encouraged to sign their care plans.**

4. A choice of menu should be indicated for each meal.

**Commendations**

The manager is commended for her ongoing commitment to the reduction in the ratio of single to double bedrooms.

The Unit Manager and staff are commended for the high standard of fabric and décor in the Unit.

Management and staff are commended for developing and maintaining links with the local community.

**LEAD INSPECTOR: Mina Cassidy**

**SIGNATURE:** \_\_\_\_\_ **Date** \_\_\_\_\_

**COUNTERSIGNED BY HEAD OF UNIT: W J Duncan**

**SIGNATURE:** \_\_\_\_\_ **Date** \_\_\_\_\_

**AGENDA**