



East Ayrshire
COUNCIL

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

Doonbank House

2nd November 2000

**W.J. Duncan
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East Ayrshire Council
Social Work Department
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INSPECTION INFORMATION

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| NAME OF ESTABLISHMENT: | Doonbank House |
| LOCATION OF ESTABLISHMENT: | Ayr Road Patna KA16 7JW |
| MANAGING ORGANISATION: | Country Care Nursing Homes Ltd |
| CATEGORY (as per Registration): | Elderly male and female |
| MAXIMUM NUMBER OF RESIDENTS TO BE ACCOMMODATED (as per Registration): | 9 residential of a total of 43 + 5 residential day care |
| NUMBER RESIDENTS/ATTENDING AT TIME OF VISIT: | 5 |
| NATURE OF INSPECTION | Full announced |
| INSPECTOR(S) PARTICIPATING: | Mina Cassidy Isobel Dawson |
| DATE(S) OF INSPECTION: | 2 nd November 2000 |
| DATE OF LAST INSPECTION REPORT: | 18 th November 1999 |
| FOR FURTHER INFORMATION ON THIS ESTABLISHMENT CONTACT | Gail McClure, Manager Tel. 10292 531907 Mrs J Armour, Owner Tel. 01292 531907 |

QUALITY OF RECORDS

1. Sampled Case Files

(c) **Recommendations in last report**

None

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

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

The case files contain a range of information which is relevant and up to date. It is suggested that the organisation and the maintenance of documents within the file could be more easily accessed and managed if a different type of folder is used.

2. Sampled Financial Records

(a) **Recommendations in last report**

Arrangements for handling residents' monies will be reviewed at the next inspection.

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

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

Inspectors note that residents' who are unable to manage their own finances have monies held in a communal non-interest paying bank account which is separate and secure from business accounts. This account should be closely monitored to ensure that residents who build up a substantial balance have their funds transferred into separate individual accounts that will benefit from interest payments. In addition, advice should be sought to establish the most beneficial type of savings account for the residents' communal account .

It is recommended that the residents' communal account is closely monitored to ensure that residents who reach a previously agreed balance receive the benefits of an individual account. In addition, financial advice should be sought regarding the most beneficial type of residents' savings account.

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 are detailed and well managed and show that all checks are carried out as required.

Medication Records are completed diligently and include the required

signatures and coding

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

Communication systems within the staff group include verbal shift hand over reports, written reports and observations of resident made on each shift. In addition there is a daily diary for the recording of appointments, communicating specific instructions such as organising ambulances for out patient appointments, noting visitors to the Unit and recording future planned events.

2. Staffing Levels

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

It is noted that a specific team of staff is identified to meet the care needs of residents. The rota shows that an adequate number of staff is available across all shifts in proportion to the number of residents. However, the Unit Manager highlighted the difficulties staff are facing when trying to complete the necessary documentation and recording due to the high care needs of residents.

3. Staff Training and Qualifications

(a) Recommendations in last report

It would be beneficial if a rolling programme of training/knowledge review could be explicitly set out to ensure that staff remain aware of Unit policies and procedures after the induction.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Training during the past 12 months:

| | Management | Care Staff | Domestic Staff |
|----------------------------|------------|------------|----------------|
| Induction | 1 | 4 | 1 |
| Lifting/Handling | | 12 | |
| Fire safety | 3 | 6 | 3 |
| Food Handling | 2 | 9 | 4 |
| SVQ | | 3 | |
| D33&D34 | 1 | | |
| Stoma Course | 1 | | |
| Customer Care | | 3 | 1 |
| First Aid | | 3 | |
| Promotion of Contenance | 4 | | |
| Safety Awareness | | 1 | |
| Parkinson's | 3 | 3 | |

The company is commended for the broad range of relevant training made available to staff.

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

The areas seen at the time of the inspection comply with registration standards

2. Heating levels (including water temperature control)

(a) Recommendations in last report

Hot water was unacceptably hot from a number of taps accessible to residents. This must be investigated and rectified.

(b) Findings at this Inspection - Progress

Thermostatically controlled valves are checked regularly and adjusted as required. Water temperatures are within an acceptable range in the areas checked during the inspection.

(c) Additional Inspectors observations at this Inspection

The Unit was comfortable and warm throughout

3. Hygiene and cleanliness

(a) Recommendations in last report

Extractor fans in the bathrooms and shower rooms must be brought into working order promptly.

(b) Findings at this Inspection - Progress

The manager stated that all extractor fans in bathrooms and shower rooms have been replaced. The extractor fans checked during the inspection are now in working order.

(c) Additional Inspectors observations at this Inspection

The areas seen appear to be clean and fresh.

4. Safety of the environment

(a) Recommendations in last report

One corridor door closer requires to be replaced.

(b) Findings at this Inspection - Progress

It is noted that the door closer has now been replaced.

(d) Additional Inspectors observations at this Inspection

It is noted that there is a rolling programme of fitting radiator covers this should continue and a date given for completion.

It is recommended that a date for the completion of the fitting of radiator covers be forwarded to the Inspection Unit.

It is noted that the carpet out side the smoking lounge is worn and presents a potential hazard.

The damaged carpet outside the smoking lounge should be replaced

One bathroom door continues to pose a danger to anyone who might be using the toilet. Although Inspectors were advised that this toilet is seldom used it remains a registered facility within the unit. Managers should either examine alternative arrangements for the door, or consider the removal of the toilet, providing the Registration Authorities confirm that there are sufficient toilets in this wing..

It is recommended that immediate action is taken to make the bathroom/toilet safe.

Inspectors' note that there are sliding bolts fitted and used on fire exits. The manager states that the use of these sliding bolts are an additional safety feature for confused residents who may wander out of the Unit undetected via these exits and that they have been sanctioned in writing by the Fire Officer.

It is recommended that a copy of the written sanction for the use of sliding bolts on fire doors be forwarded to the Inspection Registration and Complaints Unit.

The fly screening material attached to the window in the food storage area, adjacent to the kitchen, should be of a more robust and permanent design, for example fitted in a hinged frame.

It is recommended that the fly screen in the food storage area be fitted in a hinged frame.

5. Fabric and decor standards

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Some of the carpets in the Unit are showing signs of wear and tear and require to be replaced.

6. Standards of building maintenance

(a) Recommendations in last report

Managers should consider the potential benefits of establishing a system of delegation for approval and management of repairs and maintenance.

(b) Findings at this Inspection - Progress

The Unit has an appropriate system for recording and monitoring of maintenance and repair issues. However, it is noted that some of the repairs are not 'signed off' as completed, thereby indicating these repairs have not been carried out. The system in place must be diligently followed and if necessary a regular audit carried out to ensure that all repairs have been completed.

It is recommended that the system for identifying and addressing maintenance and repair issues be followed diligently.

(c) Additional Inspectors observations at this Inspection

QUALITY OF CARE ARRANGEMENTS

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

(a) Recommendations in last report

The Unit is advised to review the structure of care plan material with the aim of identifying an easier to follow layout.

(b) Findings at this Inspection - Progress

The proforma used for compiling and recording care plans is well laid out and easy to follow.

(c) Additional Inspectors observations at this Inspection

The range of information contained in care plans did not reflect the holistic needs of residents. On the whole care plans addressed the physical needs of residents but failed to recognise their emotional, social and cultural needs.

The heading "problem" used within the care plan is considered negative and should be replaced by a more positive term. Care plans should take account of identified needs, set goals and action to be taken to meet the stated goals. The participation of users should be reflected in the care planning process.

It is recommended that care plans take account of identified needs, goals

should be set and action to be taken to meet the stated goals. The care planning process should also reflect the participation of residents.

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 appear to offer residents a well-balanced nutritional diet.

3. Quality of activity programmes

(a) Recommendations in last report

None

(d) Findings at this Inspection – Progress

(c) Additional Inspectors observations at this Inspection

The weekly activity programme is displayed in the Unit. Each shift has a designated member of staff responsible for ensuring that the organised activities take place. The Unit also utilises the company's mini buses and drivers to take residents on organised outings.

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 three were returned. They each felt that the residents' views and opinions are listened to. That residents' are able to see visitors in private and spend time on their own if they want to. Some commented that residents' have a set time for going to bed and getting up and also have set meal times. In their view they felt that staffing levels required to be increased and one staff member commented that additional lifting equipment was required in the Unit.

Management should take cognisance of the views expressed by staff and respond appropriately.

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 however, only two were able to respond (with the assistance of key workers). The comments made were positive. They indicated that there were no set times for getting up in the morning or going to bed. They stated that they were able to make a complaint if they felt the need to do so and had a specific member of staff they were able to speak to. Particular comments were made about enjoying the company of others and how the staff in the Unit made them feel safe.

Five questionnaires were sent to relatives of residents of which two were returned. The comments made were generally positive. They felt that there were set times for residents to go to bed and get up in the morning and for meals. Particular satisfaction was expressed regarding the overall safety and comfort of residents.

SUMMARY INSPECTION REPORT

Doonbank House

2nd November 2000

Summary of Inspection

Doonbank House is a 43-bedded Unit jointly registered Residential and Nursing Home with nine places registered for residential Clients. At the time of inspection there were five residential clients. Residents have single bedroom accommodation on the ground floor with access to all other areas of the Unit.

Doonbank House is owned by Country Care Ltd, a family owned and managed company that has a Registered Nursing Home and another jointly owned establishment in the area. Doonbank House sits on the outskirts of the village of Patna on the main Ayr/Dumfries road. Public Transport and shops are near by and the Unit shares the company mini buses with the two other homes owned by the company.

During this inspection records were found to be maintained appropriately. However, further work is required to develop care plans and ensure that they address the holistic needs of the residents.

There are a number of areas outlined in the section headed 'Quality of Physical Environment' which require to be addressed. However, the overall standard of fabric and décor is good.

Residents, staff and relatives speak positively about the standard of care and the homely relaxed atmosphere in the Unit.

Previous recommendations carried forward:

None

Further recommendations

1. It is recommended that the residents' communal account is closely monitored to ensure that residents who reach a previously agreed balance receive the benefits of an individual account. In addition, financial advice should be sought regarding the most beneficial type of residents' savings account.
2. The recommendations made in Quality of Physical Environment (Safety of the environment 4 c) require to be addressed.
3. It is recommended that the system for identifying and addressing maintenance and repair issues be followed diligently.
4. It is recommended that care plans take account of identified needs, goals set and the required action taken to meet the stated goals. The care planning process should also reflect the participation of residents.

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| Commendations |
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The company is commended for the broad range of relevant training made available to staff.

LEAD INSPECTOR:

SIGNATURE: _____ **Date** _____

COUNTERSIGNED BY HEAD OF UNIT: W J Duncan

SIGNATURE: _____ **Date** _____

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| AGENDA |
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