



East Ayrshire
COUNCIL

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

Rosebank

21st November 2000

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

NAME OF ESTABLISHMENT:	Rosebank
LOCATION OF ESTABLISHMENT:	London Road Kilmarnock
MANAGING ORGANISATION:	East Ayrshire Council
CATEGORY (as per Registration):	Elderly male and female
MAXIMUM NUMBER OF RESIDENTS TO BE ACCOMMODATED (as per Registration):	38
NUMBER RESIDENTS/ATTENDING AT TIME OF VISIT:	31
NATURE OF INSPECTION	Full Announced
INSPECTOR(S) PARTICIPATING:	Mina Cassidy Isobel Dawson
DATE(S) OF INSPECTION:	21 st November 2000
DATE OF LAST INSPECTION REPORT:	6 th March 2000
FOR FURTHER INFORMATION ON THIS ESTABLISHMENT CONTACT	Alistair Gibb, Manager Tel. 01563 53985 Margaret Richmond Tel. 01563 576083

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

The information contained in each resident's file is organised and well maintained and includes; previous daily notes (the most recent are held in the care plan folder), financial records, minutes of reviews and meetings, Community Care Assessment, medication records, inventory of resident's belongings and general correspondence. It is noted in one file that the name of the nominated contact person/next of kin may have changed in recent months however, this information was not up-dated in the residents' file.

It is recommended that information in residents' files be reviewed regularly to ensure accuracy.

2. Sampled Financial Records

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

The system used for recording residents' finances is clearly laid out and easy to follow. All transactions are detailed and evidenced with two signatures and accompanied by receipts whenever possible.

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.

The fire register also includes :-

- a copy of East Ayrshire Councils' Fire Procedures
- record of weekly checks.
- a record of fire drills i.e. announced 10.10.00 and unannounced 7.11.00
- a floor plan of the building highlighting specific zones, fire doors and

equipment.

- an up to date list of residents and room numbers with quick reference information such as Next of Kin and General Practitioner.
- a record of Day Care service users including a register of service users/staff and visitor in the building on that day.
- daily check of fire escapes
- maintenance contracts – latest check 1.11.00 of heat and smoke detectors
- staff rota

Medication Records were not examined in this inspection.

A **Complaints procedure** is in place and accessible to all residents and visitors. Folders containing complaints/suggestions/comments slips are available in a number of areas in the Unit with envelopes provided to ensure confidentiality.

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**

The Unit has a number of efficient communication systems including verbal and written shift handovers, a daily diary which includes details of appointments for residents, staff and residents meetings, planned visits from families, staff training events and requests for specific tasks to be carried out.

A range of regular meetings take place which includes; senior staff meetings that are held two monthly and full staff team meeting which are held at least monthly. In addition, residents' meetings are held on a monthly basis. These meetings are well attended and include discussions on planned future entertainment and events, menu suggestions and views, staff changes and proposed changes in the Unit.

The Manager and staff are commended for the way in which residents are kept informed of issues relating to the daily life of the unit and the way in which residents are encouraged to take an active part in decision making.

2. Staffing Levels

(a) **Recommendations in last report**

None

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

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

Rotas show an appropriate number of staff on each shift across 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

Training over the previous 12 months

	Management	Care Staff	Domestic Staff
Induction			
Lifting & Handling	1	8	6
Fire Safety			
Food handling		1	
SVQ	2	4	
Return to learning		11	
Dementia	6	14	
HNC	1		
Supervision	2		
Person Ctrd. Plans	3		
Selection & Interviewing	2		
Managing Stress		2	
Assertiveness		3	
Health & Safety		5	
First Aid		2	
Report writing		2	
Challenging behaviour	1		
Risk Assessment		1	
Human Development		1	
Managing Emergencies		2	
Sensory Impairments		1	
Benefits		3	

The Manager and external Managers are commended for the provision of a wide range of relevant good quality training.

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

Inspectors were informed that an additional day care service for individuals' with Alzheimer's is planned for the beginning of 2001. This will be accommodated in the Kay Area of the Unit, which will be adapted for this purpose. This will result in a reduction of residential places from thirty-eight to thirty. Day care service users will access the building from a separate entrance at the side of the building, which will also offer appropriate access to the vehicles used to transport Day Care service users.

It is also noted that a large walk-in cupboard adjacent to the laundry provides additional much needed space for the storage of residents freshly laundered clothing. This cupboard is shelved and well organised with individually named and brightly coloured containers provided for residents' clothes.

2. Heating levels (including water temperature control)

(a) Recommendations in last report

The agreed time-scales for fitting radiator covers has not been accomplished. This work must be expedited.

(b) Findings at this Inspection - Progress

It is reported that despite a number of previous assurances, radiators are still without appropriate safety protection.

It is recommended that radiators should be fitted with appropriate safety covers as a matter of priority. The anticipated completion of this work must be indicated on the action plan for this report.

(c) Additional Inspectors observations at this Inspection

The hot water in a number of areas throughout the Unit is of an unacceptable high temperature, which is hazardous to residents.

It is recommended that appropriate thermostatically controlled valves are fitted to baths and wash hand basins throughout the Unit.

3. Hygiene and cleanliness

(a) Recommendations in last report

It is imperative that the faulty electric extraction systems in toilets are repaired without delay.

The damaged flooring in some of the bathrooms and toilets should be repaired or replaced.

(b) Findings at this Inspection - Progress

This work has not yet been carried out. In addition, it is noted that other bathrooms and toilets in the Unit now have faulty electric extraction systems. As this is the only source of ventilation in some of the toilets it is imperative that these are repaired without delay. The Unit Manager and External Manager informed inspectors that The Council's Site Services Department has been instructed to carryout this work.

It is recommended that the electric extraction systems in toilets and bathrooms be repaired without delay. (Inspectors subsequently were notified that replacements have been installed).

The damaged floor covering in some of the bathrooms and toilets has now been replaced.

(c) Additional Inspectors observations at this Inspection

The Unit has a good standard of cleanliness.

4. Safety of the environment

(a) Recommendations in last report

The replacement of broken window-stays and the renewal of the kitchen work top in the day room are considered urgent and should be expedited.

(b) Findings at this Inspection - Progress

The Manager reports that this work has been carried out.

(c) Additional Inspectors observations at this Inspection

See Quality of Physical Environment 2 (b) & (c)

It is noted that at the time of the inspection the visiting hairdresser was using a rubber hose attachment fitted to the wash hand basin in a bathroom for washing residents' hair. This practice can pose a serious risk to residents and must be discontinued immediately.

This equipment is unsuitable and should be replaced with an thermostatically regulated shower as a matter of priority.

5. Fabric and decor standards

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

New items of furniture have been purchased which have improved the residents' comfort and enhanced the overall environment of the Unit. Public areas are attractively furnished and decorated to create a bright homely atmosphere.

6. Standards of building maintenance

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

See Quality of Physical Environment Sections 2, 3 and 4

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

Each resident has a care plan folder that is detailed and well laid out. Each folder contains;

- a front sheet with the name and a photograph of the resident.
- residents' profile giving quick reference information such as next of kin and general practitioner.
- moving and handling risk assessment.
- daily notes
- care plan with a separate sheet detailing areas such as; choices and preferences, developmental, medical, emotional, psychological, cultural, spiritual, social and physical needs.

The care plans are detailed and reflect the holistic needs of residents. They are reviewed regularly and signed by the resident, the keyworker and the keyworker's supervisor.

The information contained in residents' daily notes is basic and does not give a picture of the residents' daily life. One example is noted where a significant event in a resident's life is not recorded adequately and does not indicate the reaction to this event or the type of support given by staff at this particular time. It is suggested that the development of appropriate daily notes should be included in the units' training programme.

It is recommended that residents' daily notes accurately reflect the life of the resident.

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

An attractively presented menu, specific to each meal, is available on dining tables clearly detailing the choices available for residents. Residents enjoy the occasional theme days i.e. Chinese and Italian. All menus provide a good varied diet and as previously noted residents take the opportunity to comment or suggest changes to the menu at residents' meetings.

Breakfast	Lunch	Tea
Fruit Juice Porridge Various cereals Toast, bread, rolls Butter, jam, marmalade Sunday – choice of cooked breakfast	Potatoe and leak Soup Roast Chicken and Bacon Tuna Salad Seasonal Vegetables Peach Melba Tea, Coffee and biscuits	Poached egg Pate Salad Bread, jam, butter Selection of cakes Tea, coffee and biscuits

Managers, care staff and catering staff are commended for the imaginative, well balanced, attractively presented menus.

3. Quality of activity programmes

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

The Activity Diary shows that a minimum of two activities take place each day. A selection of entertainers provides regular musical entertainment in addition to the occasional visits from local schools and community groups. The Unit also has a mini bus that is utilised for outings to local shops, restaurants and places of interest.

The Manager and staff are commended for the range of entertainment available to residents and for maintaining close 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**

Questionnaires were distributed to four care staff and four catering/domestic staff all of which were returned. All of the care staff stated that they were kept fully informed of what was happening in the unit. All except one felt valued. Positive comments were made about job satisfaction although some felt that the requirement for increasing paperwork detracted from the care of residents. One member of staff stated concerns about the high dependency levels of some residents and the anxiety of not being able to meet those needs in a residential setting. Two members of staff would like future developments in the Unit to include en-suite facilities for residents.

The responses received from catering/domestic staff stated that they did not consider the allocated hours sufficient to carry out the tasks required. Staff reiterated this when they spoke directly to inspectors on the day of the inspection. The majority also stated that they did not feel as equally treated as care staff and one made specific comments about 'being treated as a second class member of staff'.

It is recommended that the External Manager and Unit Manager should, in consultation with Site Services, review the current catering/domestic hours allocated to the Unit. In addition the Unit Manager should ensure that catering/domestic staff are fully integrated into the staff team and that all staff should given equal consideration.

2. User/Carer views

(a) **Recommendations in last report**

None

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

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

Inspectors spoke to a number of residents, some individually and others in a group. They all expressed high levels of satisfaction with the standard of care they received and the particular warmth and friendliness of staff. They stated that they were kept informed about any proposed changes in the Unit and were able to express their views and opinions either in open forums or confidentially to staff when this was more appropriate.

Four questionnaires were sent to relatives only one of which was returned. The

comments made were very positive and made particular reference to the 'excellent', friendly staff group who always make time to speak to relatives and also the high quality of care provided by staff.

EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT

SUMMARY INSPECTION REPORT

Rosebank
21st November 2000

Summary of Inspection

Rosebank is a purpose built residential unit for older people situated in the London Road area of Kilmarnock. The Unit is set within the same grounds as a sheltered housing complex and has easy access to the centre of Kilmarnock and local community facilities.

The unit presently provides single room accommodation for 38 people divided into four areas all bearing the names of local parks; Kay, Dean, Howard and Peirland. The Unit also provides a day care service for up to 8 service users.

Future plans for the Unit include the development of an additional day care service for individuals with Alzheimer's which will be accommodated in the Kay Area of the Unit. To accommodate this it is proposed that the residential numbers will decrease to 30.

During this inspection records were found to be maintained and managed to a good standard. The well presented Care Plans provide a useful tool which details the holistic needs of residents and the actions required to ensure these needs are met.

Written and verbal communications are concise, comprehensive and pertinent to the care task. A range of regular staff meetings ensures the efficient dissemination of information and the opportunity to explore areas for development. In addition, regular residents' meetings give residents the opportunity to express their views and opinions and keep them informed of any proposed changes in the Unit.

The ongoing programme of redecoration and upgrading continues with the recent purchase of new chairs and floor covering. It is noted that the agreed timescale for the fitting of radiator covers and new locks to bedroom doors has passed. It is recommended that both will be completed quickly.

Residents continue to be cared for by a dedicated staff group who appears to work well as a team.

Previous recommendations carried forward:

- 1. Radiators should be fitted with appropriate safety covers as a matter of priority. The anticipated completion of this work must be indicated on the action plan for this report.**
- 2. The electric extraction systems in toilets and bathrooms be repaired without delay. (Inspectors subsequently were notified that replacements have been installed).**

Further recommendations

- 1. The information in residents' files should be reviewed regularly to ensure accuracy.**
- 2. Appropriate thermostatic controlled valves should be fitted to baths and wash hand basins throughout the Unit.**
- 3. The hair washing equipment being used by the hairdresser is unsuitable. This should be replaced with a thermostatically regulated shower as a matter of priority.**
- 4. Residents' daily notes should accurately reflect the daily life of the resident.**
- 5. The External Manager and Unit Manager should, in consultation with The Council's Site Services Department, review the current catering/domestic hours allocated to the Unit. In addition the Unit Manager should ensure that catering/domestic staff are fully integrated into the staff team and that all staff should be given equal consideration**

Commendations

The Manager and staff are commended for the way in which residents are kept informed of issues relating to the daily life of the unit and the way in which residents are encouraged to take an active part in decision making.

The Manager and external Managers are commended for the provision of a wide range of relevant good quality training.

Managers, care staff and catering staff are commended for the imaginative, well balanced, attractively presented menus.

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

LEAD INSPECTOR: Mina Cassidy

SIGNATURE: _____ **Date** _____

COUNTERSIGNED BY HEAD OF UNIT: W J Duncan

SIGNATURE: _____ **Date** _____

AGENDA