

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

ROSEBANK

Date of Inspection: 6 March 00

**W.J. Duncan
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INSPECTION INFORMATION

NAME OF ESTABLISHMENT: ROSEBANK

LOCATION OF ESTABLISHMENT: LONDON ROAD
KILMARNOCK KA3 7BT

MANAGING ORGANISATION: EAST AYRSHIRE COUNCIL

CATEGORY (as per Registration): ELDERLY

**MAXIMUM NUMBER OF RESIDENTS
TO BE ACCOMMODATED** 38, (including 3 respite)+ 8
Day Care

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

NATURE OF INSPECTION Short, focused, unannounced
evening

INSPECTOR (S) PARTICIPATING: Mrs Isobel M Dawson
Mr George Stewart

DATE (S) OF INSPECTION: 22 April 1999

DATE OF LAST INSPECTION REPORT:

**FOR FURTHER INFORMATION ON Ms Margaret Richmond
THIS ESTABLISHMENT CONTACT Tel: 01563 576000**

QUALITY OF RECORDS

1. Sampled Case Files

(a) Recommendations in last report

It is recommended that the resident's name be added as a third signatory on the Care Plans.

Although it is noted that financial records are clear and completed methodically, care must be taken when the Unit is managing a resident's finances that this is also recorded in detail in the Care Plan

(b) Findings at this Inspection – Progress

5 Case files were sampled on this occasion.
Both recommendations have been acted on.

(c) Additional Inspectors observations at this Inspection

To help maintain files systematically, it is suggested that there is a consolidation of files with previous year's documentation archived separately.

2. Sampled Financial Records

(a) Recommendations in last report

It is noted that the savings from some residents' personal allowances that are being managed by the unit have been used for the purchase of carpets, curtains and bedding for their rooms. Although it is understood from management and one resident that this upgrading is with the resident's and/or their family's suggestion or consent, there is no documentation to support this. It is essential that all decisions are clearly documented in a resident's file when the unit is managing residents finances, in particular when utilised for these purposes.

(b) Findings at this Inspection - Progress

It is reported that this recommendation has been actioned.

(c) Additional Inspectors observations at this Inspection

No detailed inspection took place during this short, focused inspection.

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

(a) Recommendations in last report

Staff were commended for their excellent commitment to encouraging and supporting users to self-medicate.

(b) Findings at this Inspection - Progress

During this short, focused Inspection only **Fire Records** were checked. Daily and weekly checks were evidenced. It would be useful to have a clearer description of fire drills, e.g. the context and whether full or partial.

It was noted that no users profiles are located in the fire book as recommended in East Ayrshire Council's Emergency Plan.

(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. Management was commended for the development of appropriate communications systems within the unit.

(b) Findings at this Inspection - Progress

Communication systems were not focused on during this short, unannounced 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

There continues to be a stable staff group within Rosebank with only one member of staff leaving, due to retiral, in the past twelve months. There has, however, been an increase in the level of sickness within the unit; this is being appropriately managed through the absence monitoring system.

There are indications that the particular difficulties with staff cover in the months leading up to Christmas have been eased to some extent. However, it is noted that on occasions when Rosebank has its full staffing complement staff can be called upon to support other units who have shortages.

Although staff appear willing to support other units, they recognise that this encroaches on time available to plan, assess and develop programmes of care for residents in Rosebank.

(c) Additional Inspectors observations at this Inspection

It is noted that staffing levels are reduced by two when staff cover day-care escort duty. Care must be taken that sufficient staff are on duty to ensure that the unit is adequately covered during this period

3. Staff Training and Qualifications

(a) Recommendations in last report

None made

(b) Findings at this Inspection – Progress

	Management &	Care Staff	Catering &
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	Senior Staff		Domestic staff
	Days : Staff	Days : Staff	Days : Staff
Moving & Handling	16 : 8	34 : 17	12 : 12
Fire Safety	1 : 1		
Speaking out		3 : 1	
SVQ	5 : 2	12 : 2	
Dementia awareness	3 : 3	6 : 6	
Respond in emergency		6 : 3	
Awareness sensory impairment	1 : 1	1 : 1	
Health & Safety	2 : 2		
Managing stress		2 : 1	
Moving & Handling Tutor training & Tutoring	23 : 1`		
Basic Computer Skills	6 : 3		
Leadership skills	1 : 1		
Selection Interviews	2 : 1		
Basic counselling skills		2 : 1	
Person centred planning	2 : 1		
Supervision skills	2.5 : 1		
In-house managing challenging behaviour	1 hour : 3	10	3

QUALITY OF PHYSICAL ENVIRONMENT

1. Compliance with space standards

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

No detailed Inspection was carried out. However, it has been previously recorded that the unit meets space standard requirements.

(c) Additional Inspectors observations at this Inspection

None

2. Heating levels (including water temperature control)

(a) Recommendations in last report

It was noted with concern that the recommendation regarding the safety of radiators had not been actioned. Following the previous Inspection the post-inspection plan referred to an appropriate design being agreed, with a programme of installation commencing April 1999. However at the time of this Inspection no work had commenced, Inspectors were informed that finance had been put aside for the work.

During the Inspection it was noted that some radiators were dangerously hot to touch.

(b) Findings at this Inspection - Progress

It is reported that despite previous assurances given in April 1999, radiators are still without appropriate safety protection.

(c) Additional Inspectors observations at this Inspection

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

3. Hygiene and cleanliness

(a) Recommendations in last report

1. Cleaning of electric air vents,
2. Repairs/replacement of floor coverings
3. Installation of a fly screen on the kitchen window is reiterated.

(b) Findings at this Inspection – Progress

1. All electric air vents have been cleaned. However it is reported in the repairs book reports that two have been out of order since November awaiting parts.
2. No change reported
3. It is reported that fly nets have been fitted.

(c) Additional Inspectors observations at this Inspection

As air vents are the only source of ventilation in some toilets, it is imperative that these are repaired without delay. It is therefore concerning to note that a toilet and sluice have been without adequate ventilation since November.

The recommendation regarding replacement of floor covering in some toilets is reiterated.

4. Safety of the environment

(a) Recommendations in last report

1. The previous recommendations regarding locks on bedroom doors and the review of toilets and bathrooms are repeated.
2. It is reported that there are maintenance problems with the emergency lighting battery. This has been reported and looked at on a number of occasions but it would appear that no lasting affect has been achieved. Staff are unaware of the consequences of this defect and are asked to obtain a more detailed report.
3. A reported defect that prevents the closure of a fire door is outstanding.
4. Although it is accepted that it may be appropriate to park East Ayrshire Council Vehicles at the Unit overnight, these should be removed prior to parking spaces being required for Rosebank in the morning.
5. On the day of the Inspection it was noted that the unit's large refuse container was full to capacity with plastic bags holding additional refuse. If the present contained is inadequate a second receptacle should be provided.

(b) Findings at this Inspection – Progress

1. It is noted that only one bedroom has been fitted with an appropriate lock. It is understood that finance is available for this work which will be completed by July 2000.
2. The Manager understands that this was completed in December 99, confirmation of this should be forwarded to the Inspection Unit.
3. This recommendation has been dealt with satisfactorily.
4. This recommendation has been dealt with satisfactorily.
5. During this Inspection it was noted that the refuse container was again overflowing. However, it would appear that this is due to empty cardboard boxes taking up a large amount of space and If these are flattened before disposal then a second receptacle is unlikely to be required.

(c) Additional Inspectors observations at this Inspection

For the comfort and safety of residents and staff, two fixed ambi-lifts have been installed in the unit. This is in addition to the mobile lift.

A number of outstanding repairs affecting the safety of the environment that have been formally reported and followed up by the unit, remain outstanding. Some of these repairs e.g. replacement of broken window-stays and the renewal of kitchen work top in the day room, are considered urgent and should be expedited.

Fitting of radiator covers is still outstanding (see 2c)

5. Fabric and decor standards

(a) Recommendations in last report

The programme of redecoration is ongoing.

(b) Findings at this Inspection - Progress

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

(d) Additional Inspectors observations at this Inspection

Staff are commended for their efforts in upgrading the décor and fitments in the bathrooms thereby helping to create a less institutional and more homely environment.

6. Standards of building maintenance

(a) Recommendations in last report

The procedure for recording, reporting and ongoing monitoring of outstanding repairs is effective. It would be helpful if reports were “signed off” when work is completed.

(b) Findings at this Inspection - Progress

This recommendation has been dealt with.

(c) Additional Inspectors observations at this Inspection

A number of outstanding repairs, that have been formally reported and followed up by the unit, remain outstanding. See Safety of Environment 4c

QUALITY OF CARE ARRANGEMENTS

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

(a) Recommendations in last report

A new format for care planning was being instigated at the time of the last Inspection. It was anticipated that this would provide clarity regarding the expectations of the resident, the establishment and the family.

(b) Findings at this Inspection - Progress

The new proforma now in use encourages detailed, relevant information to be entered and updated in user’s files. These records are sectioned off with each area being easily accessible. However, it is noted that much of the pro-forma is not completed, and the contents indicated that staff would benefit from additional training in the use of the new documentation.

(c) Additional Inspectors observations at this Inspection

The aspirations expressed at the previous Inspection regarding the benefits of the new care-planning format do not appear to have been realised. It is recognised that staff have already indicated (see Quality of Management and Staffing 2) that other demands may have inhibited their ability to develop these.

Further ways of supporting and enabling staff to build on this skill should be considered.

In addition it is noted that the resignation of the clerical worker has increased the administrative responsibilities of some members of staff.

2. Quality of Menus and Catering arrangements

(a) Recommendations in last report

None

(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

It would be useful to include a representative from the users group on the activities planning meeting.

(b) Findings at this Inspection - Progress

This recommendation has been actioned.

(c) Additional Inspectors observations at this Inspection

None

INSPECTORS FINDINGS ON OTHER VIEWS

1. Staff views expressed

(a) Recommendations in last report

All staff indicated that they felt positive about their work within the Unit, they considered that they were able to offer a good quality care to residents and felt valued in their particular role. There was some indication that sessional workers have difficulty in keeping up-to-date with client information, management may wish to consider this further.

Staff recognised that they had to work within a budget, but as funds become available they would hope to see furniture and fittings upgraded.

(b) Findings at this Inspection - Progress

Five members of staff were either seen or completed confidential questionnaires.

There was no consensus of opinion throughout the staff group except in comments confirming residents' privacy being acknowledged, that none thought they had a contract of employment (although inspectors are advised that updated contracts are being issued) nor did they think they had sufficient information about a user's past to enable them maintain their identity.

Two considered that their complaints, views and opinions were not listened to.

Comment was made regarding the amount of paperwork they were required to

complete and of being sent to other units at very short notice.
The majority commented that they were able to offer users enough stimulation and could spend one-to-one time with a user when time allowed.

(c) Additional Inspectors observations at this Inspection

It is recognised that appropriate members of staff have a responsibility to appraise themselves of the user's assessment and the care plan available at the time of admission. Furthermore, Key Workers then have a particular role in working with residents in writing life histories.

However, from the comments made it would appear that some staff have not developed this role and feel inhibited by their perceived lack of knowledge.

2. User/Carer views

(a) Recommendations in last report

None

(b) Findings at this Inspection – Progress

Four users completed confidential questionnaires. All reported that they had sufficient information about the unit prior to choosing to live there. All felt welcomed, treated as individuals and were able to express their likes and dislikes.

All users confirmed that the house is comfortable, clean and warm but two reported that the bathrooms are toilets are not always clean.

All agreed that their privacy was acknowledged, they had seen previous Inspection reports and enjoyed their food and having a choice of menu. What they liked best was the care and attention afforded them, the company and being able to continue to live close to relatives. Although none made any comment about wanting to change anything, one user felt they had no option but to go to their room at night as other users went to bed early.

(c) Additional Inspectors observations at this Inspection

Although the vast majority of comments made in the questionnaires are positive, the few issues –albeit considered by them to be minor ones – raised by the users, will no doubt be acknowledged and dealt with by the unit in an appropriate way.

EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT**SUMMARY INSPECTION REPORT****ROSEBANK****Date of Inspection 6 MARCH 2000****Summary of Inspection**

Rosebank is a purpose built elderly care unit situated in the London Road area of Kilmarnock, it provides 38 residential places, four of which are allocated to people living in the community on a respite basis, and 8 day care placements.

This short, evening Inspection focused mainly on the recommendations contained in the previous Inspection Report of April 99.

During this Inspection rotas indicated that although inspectors considered staffing levels adequate to meet the overall needs of the residents, staff reported being asked at short notice to offer cover for shortages at other units and felt this impinged on their ability to maintain what they felt were previously very high standards. In addition staff have had increased administrative responsibilities imposed on them since the loss of clerical support to the unit.

None of these demands are said to reduce staffing levels to below the required ratio but staff feels that it can impinge on the overall quality of their performance.

The ongoing programme of redecoration and upgrading continues. Staff are commended for the efforts made in creating a pleasant and comfortable ambience in the bathrooms. It is noted that the agreed timescale for the fitting of radiator covers and new locks to bedroom doors has passed. It is hoped that both will be completed quickly. A number of reported repairs are also outstanding.

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

Previous recommendations carried forward:

- 1. The recommendation regarding replacement of floor covering in some toilets is reiterated.**
- 2. It is understood that appropriate bedroom door locks will be fitted by July 2000.**
- 3. The agreed timescale for fitting radiator covers has not been accomplished. This work should be expedited.**

Further recommendations

1. As the electric air vents are the only source of ventilation in some toilets, it is imperative that these are repaired without delay.
2. A number of outstanding repairs that have been formally reported and followed up by the unit, remain outstanding. Some of these repairs e.g. replacement of broken window-stays, renewal of a kitchen work-top in the day room and a lock on the ladies toilet door, are considered urgent and should be expedited.

Commendations

Staff are commended for the efforts in upgrading the décor and fitments in the bathrooms in order to create a less institutional and more homely environment.

LEAD INSPECTOR:

SIGNATURE: _____ **Date** _____

COUNTERSIGNED BY HEAD OF UNIT: _____

AGENDA