

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

ROSS COURT

Date of Inspection: 16 March 00

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INSPECTION INFORMATION

NAME OF ESTABLISHMENT:	Ross Court
LOCATION OF ESTABLISHMENT:	Titchfield Street, Galston
MANAGING ORGANISATION	East Ayrshire Council
CATEGORY (as per Registration):	Elderly (Residential & Day Care)
MAXIMUM NUMBER OF RESIDENTS TO BE ACCOMMODATED	17 (including 2 respite) +8 day care
NUMBER RESIDENTS/ATTENDING AT TIME OF VISIT :	15
NATURE OF INSPECTION:	Short, focused, unannounced evening
INSPECTOR(S) PARTICIPATING:	Mrs Isobel M Dawson Mr George Stewart
DATE(S) OF INSPECTION:	16 March 00
DATE OF LAST INSPECTION REPORT:	13 April 99
FOR FURTHER INFORMATION ON THIS ESTABLISHMENT CONTACT	Mrs M Gavin tel 01563 820941 Miss M Richmond 01563 576000

QUALITY OF RECORDS

1. Sampled Case Files

(a) Recommendations in last report

The recommendation that users should have individual contracts was again reiterated.

(b) Findings at this Inspection - Progress

It is noted that individual contracts are not yet available to residents. The Organisation is strongly urged to expedite these. Inspectors are aware that work is continuing to finalise a residency agreement format for residents.

(c) Additional Inspectors observations at this Inspection

The new formats for care plans provide a useful tool for identifying individual care needs and planning with users how these will be met. However, from the records seen there is some indication that staff would benefit from additional training, support and guidance in the appropriate use of this documentation.

It is recommended that staff are offered training in identifying individual care needs, and planning with users how these can be met.

2. Sampled Financial Records

(a) Recommendations in last report

None made

(b) Findings at this Inspection - Progress

Not inspected

(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

(b) Findings at this Inspection - Progress

Fire records were checked and found to be well maintained and up to date. No other records were checked during this short, focused inspection.

(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
- (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. It was noted that there had been a stable staff group since the previous inspection and absence levels are comparatively low.
- (b) **Findings at this Inspection - Progress**
- (c) **Additional Inspectors observations at this Inspection**

A number of posts, including senior care workers, day care offices and care staff were being filled by “acting up” staff or temporary cover from other units. This situation had arisen through combination of unavoidable long-term sickness and non-filling of a vacant appointment. Although this does not affect the overall numbers of staff, staff indicated that this can be stressful and at times gives rise to low morale within the staff group.

3. Staff Training and Qualifications

- (a) Recommendations in last report
None made
- (b) Findings at this Inspection - Progress
- (c)
- (c) Additional Inspectors observations at this Inspection

	Management	Care Staff	Catering & domestic staff
	Days.....Staff	Days.....staff	Days.....staff
Induction			
Lifting & handling	14 : 7	14 : 7	12 : 6
Food handling			
Fire safety	Half day : 1		
SVQ	4 : 2		
Time management	Various	In house	And seminars
Legislation	ditto	ditto	ditto
Skin care	Ditto	Ditto	Ditto
Mental health	Ditto	Ditto	Ditto
Supervision	Ditto	Ditto	Ditto
Grievance	Ditto	Ditto	Ditto
Medication	Ditto	Ditto	Ditto
Activity workshop	Ditto	Ditto	Ditto
Diabetes	ditto	ditto	ditto
Interviewing skills	Ditto	Ditto	Ditto
Health & Safety	ditto	ditto	ditto

A significant number of relevant training opportunities had been available to staff throughout the past year including moving and handling; one care officer had recently completed SVQ3 and another was due to commence, resulting in all day senior care officers being trained to this standard together with a significant number of care officers. One additional staff member had completed D33 award for work place assessors.

QUALITY OF PHYSICAL ENVIRONMENT

1. Compliance with space standards

(a) Recommendations in last report

None made. The unit meets Registration Standards for overall space in private and public space.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

None

2. Heating levels (including water temperature control)

(a) Recommendations in last report

Previous reports have recommended upgrading the overall heating and hot water system.

(b) Findings at this Inspection - Progress

It was reported that both items have been submitted for inclusion in the Council's maintenance programme and it is likely that the work from either the capital plan allocation or maintenance budget before the end of 1999. At the time of this Inspection there was no update available.

(c) Additional Inspectors observations at this Inspection

Previous recommendations are reiterated. It is expected that a proposed date will now be available for the completion of the work and this should be forwarded to the Inspection Unit.

3. Hygiene and cleanliness

(a) Recommendations in last report

None made; the unit appeared fresh and hygienic throughout.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

No detailed inspection was carried out during this short, focused evening Inspection. However, it was noted that in the areas visited, the unit appeared clean and hygienic.

4. Safety of the environment

(a) Recommendations in last report

None made

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Not inspected during this short, focused Inspection.

5. Fabric and decor standards

(a) Recommendations in last report

- I. Some upgrading required to kitchen work surfaces and cupboards
- II. Lighting in lounge area poor, layout of room rather institutional
- III. Lighting in resident's bedroom same as was highlighted in inspection report of January 97
- IV. Bathrooms have a rather institutional appearance
- V. Paper signs should not be used in public area.

(b) Findings at this Inspection - Progress

Considerable upgrading and refurbishing has taken place since the time of the last Inspection.

- Additional insulation has been added to bedroom windows as a temporary measure
- A rolling programme to replace all beds has commenced
- Replacement of furnishings in the large lounge and the new layout has created a very comfortable and more homely environment
- All paper signs have been removed and replaced with ones of a more aesthetic appearance.
- New shower and sluice completed
- The bathrooms have been greatly improved through the work carried out by unit staff
- Toilets have been repainted and new floor coverings fitted.
- Hairdressing room upgraded
- Some carpets in the hall and in bedrooms have been replaced

(c) Additional Inspectors observations at this Inspection

Staff are commended for the efforts they have made in creating a more comfortable and homely environment for residents. This work is in addition to that completed by the external workforce.

Recommendations outstanding:

Upgrading of kitchen cupboards and work surfaces

6. Standards of building maintenance

- (a) Recommendations in last report**
None made
- (b) Findings at this Inspection - Progress**
- (c) Additional Inspectors observations at this Inspection**
Not inspected during this short, focused Inspection.

QUALITY OF CARE ARRANGEMENTS

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

- (a) Recommendations in last report**
None made
- (b) Findings at this Inspection - Progress**
- (c) Additional Inspectors observations at this Inspection**
Inspectors were informed that a new format for care planning had been implemented. On inspection it was clear that the contents of records, reviews and care planning were of varying qualities. Comments such as “needs met” “settled night” and “no complaint” are not considered useful and detract from the quality of assessment, care planning and reviews being carried out by staff. Inspectors are aware that the new manager has been addressing these issues.

2. Quality of Menus and Catering arrangements

- (a) Recommendations in last report**
None made
- (b) Findings at this Inspection - Progress**
- (c) Additional Inspectors observations at this Inspection**
Not examined during this short, focused Inspection

3. Quality of activity programmes

(a) Recommendations in last report

None made. It was noted from the activity diary that a full range of activities was available to residents. In addition activities undertaken by day care attendees were enjoyable, stimulating and fully involved in service users.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Not examined

INSPECTORS FINDINGS ON OTHER VIEWS

1. Staff views expressed

(a) Recommendations in last report

None made

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Confidential questionnaires were completed by four staff who had different responsibilities within the unit. The majority indicated that they did not feel enough time was set aside to help settle a new resident and despite being identified as the key worker prior to the users admission, the carer did not have sufficient information about them before admission. All felt that their views and opinions were not listened to or their complaints listened to and dealt with.

A small proportion of staff indicated that they were often asked to work extra hours, and this was "under pressure"

A response stated that staff morale was very low. Another confirmed that upgrading was required to the kitchen and unit windows.

Despite the negative comments all indicated that they found working with their client group satisfying, especially when they had "quality time" with service users.

Managers reported that the staff feedback they received was normally more positive and it was anticipated that the appointment of a new manager would allow staff concerns to be freshly addressed.

3. User/Carer views

(a) Recommendations in last report

None made

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Four residents completed confidential questionnaires and others were seen informally during the Inspection.

All confirmed that they had chosen to live in Ross Court and were given sufficient information about the unit prior to their admission. They all felt welcomed and were treated as individuals, were asked about their likes and

dislikes, enjoyed their food and could make suggestions about what should be included in the menus.

Only one resident stated that they could not make or receive telephone calls in private, another that the call bell was loud and disturbed their sleep during the night.

All stated that they enjoyed living in Ross Court, they particularly liked being able to remain in their previous locality and there was nothing they wanted to change.

EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT**SUMMARY INSPECTION REPORT****Ross Court****Date of Inspection 16 March 00****Summary of Inspection**

Ross Court is a purpose build unit owned and managed by East Ayrshire Council. Accommodation is provided for 17 residents, each with their own bedroom, and 8 day care attendees. In addition there are 25 sheltered housing flats linked to the unit. The unit is set near the centre of Galston and has easy access to all local community services.

This short, unannounced evening Inspection focused mainly on the recommendations made in the previous report. Considerable redecoration, upgrading and re-furnishing has taken place since the last Inspection. The improvements to the bathrooms, toilets and lounge have produced a more homely and comfortable environment and the residents speak highly of the work done by the staff.

A number of posts, including senior care workers, day care offices and care staff were being filled by "acting up" staff or temporary cover from other units. This situation had arisen through combination of unavoidable long-term sickness and non-filling of a vacant appointment.

Although this does not affect the overall numbers of staff, staff indicated that this can be stressful and at times gives rise to low morale within the staff group.

Previous recommendations carried forward:

It is noted that individual contracts are not yet available to residents. The Organisation is strongly urged to expedite these.

Previous recommendations regarding heating and water temperatures are reiterated. The date for the proposed completion of the work should be forwarded to the Inspection Unit.

Upgrading of kitchen cupboards and work surfaces

Further recommendations

It is recommended that staff continue to be supported in assessing, reviewing and recording the individual care needs of users.

Commendations

Staff are commended for the efforts they have made in creating a more comfortable and homely environment for residents. This work is in addition to that completed by the external workforce.

LEAD INSPECTOR:

SIGNATURE: _____ **Date** _____

COUNTERSIGNED BY HEAD OF UNIT: W J Duncan

SIGNATURE: _____ **Date** _____

AGENDA