



East Ayrshire
COUNCIL

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

Ross Court

23rd November 2000

**W.J. Duncan
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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 (as per Registration):	17 + 8 Day Care
NUMBER RESIDENTS/ATTENDING AT TIME OF VISIT:	5 Residential 6 Respite
NATURE OF INSPECTION	Full Announced
INSPECTOR(S) PARTICIPATING:	Mina Cassidy Isobel Dawson
DATE(S) OF INSPECTION:	23 rd November 2000
DATE OF LAST INSPECTION REPORT:	16 th March 2000
FOR FURTHER INFORMATION ON THIS ESTABLISHMENT CONTACT	Madge Gavin, Manager Tel. 01563 820941 Margaret Richmond 01563 576984

QUALITY OF RECORDS

1. Sampled Case Files

(a) Recommendations in last report

The recommendation that residents should have individual contracts is again reiterated.

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

(b) Findings at this Inspection - Progress

Residents' Contracts are still not in place however, the manager and external manager stated that the introduction of individual contracts for residents is imminent.

The recommendation that residents should have individual contracts is again reiterated.

The quality of the content of residents' care plans has greatly improved since the previous inspection. Care plans are insightful and reflect the residents' holistic needs and detail the action required to ensure that these needs are met. Residents are involved, where ever possible, in the care planning process and are encouraged to sign their care plan alongside the keyworker and the keyworker's supervisor.

The Manager and staff are commended for the improvements made in the quality of care plans and for their involvement of residents in the care planning process.

Additional Inspectors observations at this Inspection

Residents' files are used to store past copies or daily notes, medication administration records, saving and personal allowance records. They also include general correspondence, all relevant community care documentation, review minutes (including the latest up to date review minute) and property/inventory record. Files are held in ring binder folders divided into the required sections. They are organised and well managed however, some files have become bulky resulting in documents becoming loose and in danger of being lost. It is suggested that some documents are archived or an alternative design of folder is used.

2. Sampled Financial Records

(a) **Recommendations in last report**

None

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

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

Residents' financial records are well maintained and easily to follow. Appropriate cross-checks are in place and two signatures accompany all transactions.

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 show that all checks are carried out and accurately recorded. The Fire log includes a record of staff fire training, and a record of maintenance checks.

Medication records – not examined during this inspection.

Employers Liability Insurance is valid until September 2001

Accident Books – separate accident books are available for both residents and staff and are completed appropriately.

Admission and Discharge Records are easy to follow and up to date. They include details of the individual's name, date of birth, next of kin, general practitioner, date of admission, date of discharge and comments.

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 in place including verbal and written shift hand-overs, There is a Communications Diary with 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 and full staff team meeting. Regular residents' meetings take place and are well attended. They include discussions on planned future entertainment and events, menu suggestions and views, staff changes and proposed changes in the Unit. Meetings are also held with tenants from the attached Sheltered Housing Complex. Items for discussion have included maintenance issues, the delivery of meals from the Unit and shared entertainment.

2. Staffing Levels

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Records for the past year show that the Unit has an extremely high staff absence rate. This has placed pressure on the Unit Manager and remaining staff and requires additional flexibility and co-operation on their part to ensure that the required number of staff are on duty across the 24-hour period. The Unit Manager is adhering to the Councils' Managing Absence policy and is presently seeking further advice from the Departments' Resources Section to discuss possible future strategies to address this on-going problem.

The Manager and staff are commended for their flexibility and co-operation to ensure that adequate staffing levels are maintained on all shifts.

3. Staff Training and Qualifications

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Training over the past year has included:-

	Management	Care Staff	Domestics
Induction		1	
Lifting & Handling		1	
Food Handling		2	
Dementia Training	1	16	
Supervision		5	
Work Place Assessor		1	
Challenging Behaviour		2	
First Aid		1	
ServiceUser involvement in interview & selection		1	
Report Writing		2	
Person Centred Planning		1	

The Unit Manager and External Managers are commended for the 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 pre-inspection questionnaire indicates that it was planned to increase the residential respite service being provided by the Unit in November 2000 from two places to six places. This is to accommodate the decrease of respite places in another of the Council's Residential Units.

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

The Unit Manager informs inspectors that following extensive maintenance the Units' heating system it is operating more efficiently and the temperature throughout the Unit is now warm and comfortable throughout. However, at the time of the inspection it is noted that the bedrooms, bathrooms, toilets and corridor areas are unacceptably cold.

It is recommended that all areas of the unit must be maintained at a warm and comfortable temperature at all times of the day and night.

The water temperature in bathrooms, toilets and residents bedrooms is very high. **It is recommended that water temperature be brought within an acceptable range as a matter of urgency.**

(d) Additional Inspectors observations at this Inspection

3. Hygiene and cleanliness

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

It is noted that two areas identified as requiring action in the Environmental Health Report of 27.7.00 remain outstanding. This includes the need for the shelving in the food store to be painted or varnished and the need to repair or replace the Kitchen Units that are in a very poor condition. These areas should be brought to an acceptable standard.

It is recommended that the shelving unit in the food storage area in the kitchen is varnished or painted and that the kitchen units, which are in very poor condition, are replaced.

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 Sections 2 (b) and 2 (c) and 3 (c)

5. Fabric and decor standards

(a) Recommendations in last report

It is recommended that kitchen cupboards and surfaces are up-graded.

(b) Findings at this Inspection - Progress

As previously stated this has been raised in the recent Environmental Health Report as an area for action. Further examination by the inspectors' found that the kitchen cupboards have damaged with missing doors and drawers. The surface of shelves inside cupboards and drawers had a residue of flaking paint and wood dust which kitchen staff report as impossible to keep clean. The work surfaces throughout the kitchen are also in a very poor condition with areas of chipping and cracking which are difficult to clean and are exposed to harbouring potentially dangerous bacteria.

(c) Additional Inspectors observations at this Inspection

The replacement of carpets in residents' bedrooms continues in addition to the recently fitted flooring in the dining area. It is also noted that there are plans to begin a programme of renewing residents' beds.

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

In addition to comprehensive care plans, which are reviewed regularly and signed by the residents and their keyworkers, a two-monthly care plan summary is completed for each resident. This very useful document provides a clear picture of the residents' care needs and any events or happenings, which may influence the way in which care is provided and how the residents' needs are met.

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 show that residents have a choice from a varied and nutritional diet.

3. Quality of activity programmes

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

A four-week programme of activities is in place with at least one activity taking place each day. In addition there is a record of planned events, entertainment and social outings. This includes shopping trips, visits to local hotels and restaurants for lunch and high tea and an invite to residents to attend the local nursery's nativity play.

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

Five questionnaires were distributed to staff, all of which were returned. Comments were generally positive. Staff considered themselves to be valued and kept up to date with what was happening in the Unit. Some concerns were raised about the high number of respite places in the Unit. Comments were also made regarding the difficulties staff experienced when trying to cover for absent colleagues and concerns were raised about the high level of sessional staff used in the Unit.

2. User/Carer views

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Three questionnaires were distributed to residents, all of which were completed with the support of staff. The comments made were very positive. Residents stated that they were made to feel very welcome by staff on arrival at the Unit. They were able to bring some small items of furniture and they can decorate their room to suit their taste. They enjoy the variety of activities, entertainment and outings made available to them and made particular comments about enjoying the company of staff and other residents

At the time of inspection, it is noted that the plans to increase the residential respite service provided by the Unit had taken place and the subsequent six respite places are occupied. It is also noted that there are five permanent vacancies in the Unit at this time. Of the remaining seven permanent residents two are presently in hospital. This has resulted in a shift of balance between permanent places and respite places in the Unit, which has caused concern to some of the remaining residents. Residents daily notes show that some residents have voiced their anxiety about the number of changing faces in the unit and a perceived pressure to act as hosts/hostesses to a group of frequently changing people. In addition, the residents and staff have experienced the recent death of three permanent residents' that on its own would require some adjustment for the remaining residents however, the feelings of loss and anxiety have been exacerbated by the changes in the Unit at this time.

EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT

SUMMARY INSPECTION REPORT

**Ross Court
23rd November 2000**

Summary of Inspection

Ross Court is a purpose built Local Authority Residential Unit with accommodation for 17 residents in single bedrooms, together with a linked Sheltered Housing Unit of 25 flats. The Unit is set in the outskirts of Galston with easy access to the main shopping area and local facilities.

The residential accommodation is on one level, which allows easy access to the well-maintained gardens. Efforts have been made to provide homely and personalised accommodation. However, the Unit has particular problems with the heating and hot water system whereby the temperature in the Unit can be below a comfortable level. This is exacerbated by poor quality steel-framed windows, which are particularly vulnerable to draughts despite the fitting of various types of draught proofing.

At the time of the inspection it is noted that the Unit has recently increased their respite provision to six places however, a number of unfilled permanent places remain, which has raised concerns with some residents and staff.

Staff are commended by inspectors for the improvements made in the standard of record keeping and care planning and are also commended for the way in which residents are kept informed about what is happening in the Unit and the way in which they are involved in decision making.

Staff are committed to providing a sensitive, flexible, caring service where the individual needs of residents are assessed. It is accepted that as the needs of residents increase as do the demands made on staff, a concurrent review of resident's needs, staff rotas and staffing ratios should continue. Staff impress as being anxious to provide a quality service but recognise that proper supports have to be in place to maintain this.

Residents and relatives refer to the quality of care and services provided and the warmth and friendliness of staff.

Previous recommendations carried forward:

1. The Recommendation that residents should have individual contracts is again reiterated.
2. Kitchen cupboards and surfaces should be up-graded in order to ensure a good standard of food safety and hygiene.
3. The heating and water systems should be upgraded.

Further recommendations

1. All areas of the unit must be maintained at a warm and comfortable temperature at all times of the day and night.
2. The water temperature should be brought within an acceptable range as a matter of urgency.
3. The shelving unit in the food storage area in the kitchen should be varnished or painted.

Commendations

The Manager and staff are commended for the improvements made in the quality of care plans and for their involvement of residents in the care planning process.

The Manager and staff are commended for their flexibility and co-operation to ensure that adequate staffing levels are maintained on all shifts.

The Unit Manager and External Managers are commended for the range of relevant training made available to staff

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** _____