



East Ayrshire
COUNCIL

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

The Elms

Date of Inspection: 31 October 00

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East Ayrshire Council
Social Work Department
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INSPECTION INFORMATION

NAME OF ESTABLISHMENT: The Elms

LOCATION OF ESTABLISHMENT: 7 Paddock View, Thorntoun Estate, Crosshouse, KA2 OBH

MANAGING ORGANISATION: Thorntoun Estates Ltd

CATEGORY (as per Registration): Adults with Learning Disabilities

MAXIMUM NUMBER OF RESIDENTS TO BE ACCOMMODATED (as per Registration): 8

NUMBER RESIDENTS/ATTENDING AT TIME OF VISIT: 1

NATURE OF INSPECTION Announced

INSPECTOR(S) PARTICIPATING: Mrs Isobel M Dawson
Mrs Mina Cassidy

DATE(S) OF INSPECTION: 31 October 2000

DATE OF LAST INSPECTION: 29 April 2000

FOR FURTHER INFORMATION ON THIS ESTABLISHMENT CONTACT Mr Alexander Gibson
Mrs Heather McMillan
01563 550074

QUALITY OF RECORDS

1. Sampled Case Files

(a) **Recommendations in last report**

None made; the unit was commended for the quality of their case files.

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

Each user has a **pre-admission information sheet** which includes personal information, medical details, physical needs, social/leisure activities and a “this is me” document indicating a users likes/dislikes, what makes me happy/upset/, what I like to wear/eat and activities I enjoy. This is considered by Inspectors to be a particularly useful document, which is completed by the user, carer and unit representative prior to admission.

A **personal profile** gives quick reference information to General Practitioner, next of kin etc.

Community Care documentation is made readily available by the supporting Social Worker

The carer prior to each respite stay completes **dependency Tool & medication records**.

Social Activity Sheet lists all the activities available.

Financial records are used to record all financial transactions if user is unable to manage their own money.

Respite questionnaire completed by the user and carer at the end of each period of respite

Care plan & weekly planners are maintained.

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

Individual case records are kept securely. Files are well managed, orderly and allow for easy reference. Entries are written in an acceptable style that is non-stigmatising. Residents are shown to be involved in their care planning.

All staff are commended for the quality and content of user documentation.

2. Sampled Financial Records

(a) **Recommendations in last report**

Not inspected.

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

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

Individual spending money records are the only personal financial records held in the unit. Wherever possible, users manage their own money. In situations where the unit manages resident’s spending money clear documentation is maintained

and users sign personally for all transactions.

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

(c) Additional Inspectors observations at this Inspection

Carers complete a medication record form that is brought with them at the time of admission together with the user's medication. Users are supported in self-medicating whenever possible and it is noted that this has occurred on two occasions recently. An appropriate system for the management of medication is in place.

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

(c) Additional Inspectors observations at this Inspection

Together with verbal handovers, staff appraise themselves of written communication when coming on duty. Although there are indications that staff are consulted and kept informed about developments within the establishment, it would be useful to pre-arrange regular staff meetings thereby giving staff an opportunity to put items on the agenda and to make arrangements to attend. Written daily reports, daily diary and user's reports are completed appropriately.

2. Staffing Levels

(a) Recommendations in last report

Not examined during this Inspection

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Rotas indicate that there are sufficient management, care and ancillary staff on duty to meet the needs of the residents. In addition the external manager is in close proximity.

3. Staff Training and Qualifications

(a) Recommendations in last report
None made.

(b) Findings at this Inspection - Progress

Training undertaken during the past twelve months:

	Management	Care Staff
Induction		1
Moving& handling		3
Fire Safety	1	8
Food Handling	All staff have completed basic course	3 (intensive course)
SVQ		1 (20 days)
Health & Safety		4 (1 day)
Introd to sign language		2 (8 days)
Level 1 basic sign language		3 (24 days)
Epilepsy		2 (1 day)
Challenging behaviour		1 (1 day)
Introduction to PCP	1 (2 days)	

The training programme indicates that two remaining staff are due to complete Lifting and Handling. Two staff are moving on to SVQ 3, with proposals for one member of staff to be funded for HNC. A further two staff are commencing SVQ (2).

(c) Additional Inspectors observations at this Inspection

The Organisation, Management and Staff are commended for their ongoing commitment to training.

QUALITY OF PHYSICAL ENVIRONMENT

1. Compliance with space standards

(a) Recommendations in last report

Not examined during this Inspection.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

The unit is located in a setting that is within easy reach of public transport, and two villages with community facilities.

The design and location are suitable for the users and in keeping with the organisation's functions and objectives.

2. Heating levels (including water temperature control)

(a) Recommendations in last report

Not examined during this Inspection.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

The unit was found to be warm and comfortable throughout. Heating and hot water systems meet all safety and registration requirements.

3. Hygiene and cleanliness

(a) Recommendations in last report

None made.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

All areas are maintained to a high standard of cleanliness and hygiene.

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

The bungalow is fitted with wide doorways, sitting-height electrical sockets where appropriate, non-slip floor coverings or low pile carpets, suitable showers and baths and other appropriate aids and adaptations to meet the needs of the user

group.

There were no environmental issues seen that would impinge user safety. users.

5. Fabric and decor standards

(a) Recommendations in last report

None made.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Throughout the unit the furnishings, fabric and décor are of a very high standard. Colours and patterns are soft and relaxing, bedrooms are individualised and offer very comfortable living space.

6. Standards of building maintenance

(a) Recommendations in last report

Not examined.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

No outstanding maintenance requirements were noted.

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

Care plans match services to the user's assessed needs and ongoing regular systematic recordings inform and update these plans.

Care plans take account of and promote user's rights and opinions. There is clearly a partnership approach between the user, carer, unit and other relevant external support staff that enhances the quality of life for the user during their respite period.

Each period of respite is ended with a review of the service and outcomes.

The management and staff are commended for their inclusive approach to care and the way in which they work in partnership with users, carers and external support staff.

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

There are no rigidly set menus as users make individual choices for meals. A record is maintained of meals, thereby confirming that users have had a variety of nutritional foods.

3. Quality of activity programmes

(a) Recommendations in last report

Not examined during this Inspection.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

A resource pack is available giving details of a broad range of activities that can be accessed by users in the wider community. In addition a variety of activities are available in the unit; on the suggestion of users a pool table has recently been purchased, and this has proved extremely popular. The unit is fitted with a Qualia room; each bedroom has a television with satellite programmes. User's files record details of social activities in which they participated.

INSPECTORS FINDINGS ON OTHER VIEWS

2. Others views expressed

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations following this Inspection

External support workers and Social Workers contacted following this Inspection expressed the view that the unit meets the stated specific needs of the user group and every effort is made to accommodate the choices of their residents.

Feedback from users has been very positive. By choice users do not attend Day Centres during their period of respite, but staff from the Elms ensure that they access college during their placements.

Staff from the Elms co-operate with East Ayrshire Council Staff in providing a appropriate care package for users.

1. User/Carer views

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Four users and carers were sent confidential questionnaires. Users responded that they visited the Elms regularly and always enjoyed their stay. They found the unit warm and comfortable and had plenty of opportunities for doing things that they enjoyed, some looked after their own money, could choose what activities they wanted to take part in and could choose what they wanted to eat.

All carers were happy with the care offered to their relatives, they were given sufficient information from the Social Work Department to help them make a decision about the placement and had sufficient preparation and contact with the unit prior to the visit.

All relatives made positive comments about the standards of comfort in the unit and the overall care received by the users.

SUMMARY INSPECTION REPORT

Unit Name: The Elms
Date of Inspection: 31 October 00

Summary of Inspection

The Elms is situated in the 26 acre Thorntoun Estate that sits midway between Crosshouse and Springside and is on the main bus route between Kilmarnock and Irvine. In addition to this building there are other five privately owned houses and a Nursing/Residential Home within the grounds. None of the other units impinge on the privacy of the Elms.

The bungalow is purpose built and offers full wheelchair access, with wide doorways, assisted baths and showers, sitting height sockets and other appropriate aids. All bedrooms have satellite television, en suite facilities, safe and comfortable heating and good quality furnishings and décor. One bedroom is equipped with a tracking hoist accessing the specialised en-suite facility. All bedroom doors are lockable. There is a suitable call system throughout the unit.

The Elms provides their own transport, together with access to Dial a Bus and East Ayrshire Council transport. This allows users to maintain their programmes of education and social activities in the community during their stay in the Elms.

The Management and staff of the Organisation continue to offer holistic programmes of care to users who access this facility for respite periods. The unit staff and East Ayrshire Social Work Department work in partnership to provide this, thereby enhancing the total care package available to the service user and their carers.

Previous recommendations carried forward:

None

Further recommendations

None

Commendations

- All staff are commended for the quality and content of user documentation
- The Organisation, Management and Staff are commended for their ongoing commitment to training.
- The management and staff are commended for their inclusive approach to care and in the way they work in partnership with users, carers and external support staff.

LEAD INSPECTOR: Mrs Isobel M Dawson

SIGNATURE: _____ **Date** 7th February 2001

COUNTERSIGNED BY HEAD OF UNIT: W J Duncan

SIGNATURE: _____ **Date** _____

AGENDA