

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

Unit
FLUSH

Date of Inspection:
28th October 1999

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

NAME OF ESTABLISHMENT: The Flush

LOCATION OF ESTABLISHMENT: Old Glasgow Road
Stewarton

MANAGING ORGANISATION

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: 8

NATURE OF INSPECTION: Full Announced

INSPECTOR(S) PARTICIPATING: George Stewart
Isobel Dawson

DATE(S) OF INSPECTION: 28 October 1999

DATE OF LAST INSPECTION REPORT:

FOR FURTHER INFORMATION ON THIS ESTABLISHMENT CONTACT Mrs. M McDougall

QUALITY OF RECORDS

1. Sampled Case Files

- (a) **Recommendations in last report**
It is recommended that the efforts underway to update information in case files be given immediate priority.
- (b) **Findings at this Inspection - Progress**
Case files continue to lack relevant and up to date information. Work begun on improving resident profiles should act as a catalyst to overhauling the content and format of current documentation. **It is recommended that case files be updated as a matter of priority.**
- (c) **Additional Inspectors observations at this Inspection**
None.

2. Sampled Financial Records

- (a) **Recommendations in last report**
It is recommended that a system be devised to clearly demonstrate where resident's personal finance is held or spent.
- (b) **Findings at this Inspection - Progress**
Inspectors did not request financial documents as part of this inspection. However a brief examination of residents savings did indicate that more detailed records require to be held in the unit. Senior staff have agreed to forward a full explanation to inspectors at the earliest opportunity.
- (c) **Additional Inspectors observations at this Inspection**
Inspectors are aware that a number of issues with regard to finance remain outstanding. The unit has been actively addressing these and they will form an important part of the next inspection.

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

- (a) **Recommendations in last report**
It is recommended that the Toiletry Book be taken out of use.
- (b) **Findings at this Inspection - Progress**
Medication Records –Records viewed by inspectors were maintained appropriately.

Complaints procedure – It is recommended that the unit seek advice from this unit with regard to a proper suggestions/complaints policy. Inspectors did note the presence of a complaints book that is available to residents should they request it.

Repairs book – The current system highlights work that has been completed. It is suggested that it should also clearly indicate when issues are identified and these should be “signed off “ when the appropriate action has been taken.

Toiletry Book - This has been taken out of use.

- (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**
It is recommended that advice be sought on how to improve daily recording so that it might serve a more useful purpose.
- (b) **Findings at this Inspection - Progress**
Inspectors examined the contents of the daily log and staff communications book. The logbook has improved significantly. It now provides an informative picture of the units business across a 24-hr. period. **It is however recommended that all entries in the daily logbook be signed.** The staff communication book appears to be used as an effective tool.
- (c) **Additional Inspectors observations at this Inspection**
The unit is commended for the improvements made to daily recording.

2. Staffing Levels

- (a) **Recommendations in last report**
None.
- (b) **Findings at this Inspection - Progress**
Although this issue was not a focus for this particular inspection, rotas did indicate that staffing levels were adequate at all times.
- (c) **Additional Inspectors observations at this Inspection**
None

3. Staff Training and Qualifications

- (a) **Recommendations in last report**
It is recommended that urgent advice be sought from the Registration Officer on what training might be a priority for staff.
- (b) **Findings at this Inspection - Progress**
Staff training is taking place in the form of SVQ 2 and 3. In addition training has taken place to ensure all staff are now trained in food hygiene.

(c) Additional Inspectors observations at this Inspection

Senior staff indicate that they have sought training in relation to Health and Safety issues. **Inspectors will be examining individual training records as part of the next inspection.**

QUALITY OF PHYSICAL ENVIRONMENT

1. Compliance with space standards

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

Not examined for the purposes of this inspection.

(c) Additional Inspectors observations at this Inspection

None.

2. Heating levels (including water temperature control)

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

Not examined at this inspection.

(c) Additional Inspectors observations at this Inspection

None.

3. Hygiene and cleanliness

(a) Recommendations in last report

None.

(b) Findings at this Inspection - Progress

Not examined at this inspection.

(c) Additional Inspectors observations at this Inspection

None.

4. Safety of the environment

(a) Recommendations in last report

It is recommended that further work be undertaken to ensure the unit fulfils its obligation in relation to Health and Safety at work.

(b) Findings at this Inspection - Progress

It was noted that the unit had a Health and Safety notice posted. Inspectors were also made aware of material that had been gathered including safety videos and written material.

Risk assessments have been undertaken on many aspects of the unit.

The unit has made significant progress in this area. They are encouraged to continue to make further improvements.

(c) Additional Inspectors observations at this Inspection

None.

5. Fabric and decor standards

(a) Recommendations in last report

None.

(b) Findings at this Inspection - Progress

Inspector's notes that a number of new furniture items have been purchased. In addition the sitting room has been decorated and carpeted to the delight of residents.

(c) Additional Inspectors observations at this Inspection

None

6. Standards of building maintenance

(a) Recommendations in last report

None.

(b) Findings at this Inspection - Progress

See Records (repairs book)

(c) Additional Inspectors observations at this Inspection

None.

QUALITY OF CARE ARRANGEMENTS

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

(a) **Recommendations in last report**

It is recommended that the efforts made to improve care planning be continued as a matter of priority.

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

Care plans of a good standard are now held on all residents. It was agreed with senior staff that further progress might be made in this area in consultation with this unit. As an immediate measure. **It is recommended that each care plan have a recorded review date.**

It is noted that reviews on all residents are now outstanding. Advice was offered to senior staff on what might be the likely composition of such meetings. This would be subject to consultation with and approval of residents. **It is recommended that formal reviews be held as a matter of priority.**

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

None.

2. Quality of Menus and Catering arrangements

(a) **Recommendations in last report**

None.

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

Menus viewed by inspectors indicated that residents receive a nutritionally balanced diet.

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

None.

3. Quality of activity programmes

(a) **Recommendations in last report**

None

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

Inspectors did note that two residents now attend college in addition to the variety of other activities and outings that take place. There is now an outing book that records all events that take place and a pictorial diary that presents an excellent reference for residents and visitors. **The unit is commended for the additional efforts they have made to secure educational training and for the effort put into compiling the pictorial diary of outings.**

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

None.

INSPECTORS FINDINGS ON OTHER VIEWS

1. Staff views expressed

(a) Recommendations in last report

None.

(b) Findings at this Inspection - Progress

Three confidential questionnaires were returned to the IRC unit. Inspectors also spoke with staff at the time of inspection.

All expressed their satisfaction with their working conditions at the flush although there was evidence of some disagreement about how to tackle the care task. A recurring theme is the long - term security of the unit as a home for the current group of residents. Staff and residents were given the message that there is no plan to close the unit or move the residents to other accommodation. The "doom and Gloom" described by staff should hopefully now be lifted and everyone can focus on continuing to improve the care environment.

(c) Additional Inspectors observations at this Inspection

None

2 User/Carer views

(a) Recommendations in last report

(b) Findings at this Inspection - Progress

Inspectors held an informal 30-minute meeting at which all residents were in attendance. A number of general issues were discussed with resident's keen to keep inspectors informed of ongoing issues in their lives. All residents expressed satisfaction with their lives at the flush.

It was evident from documentation read by inspectors that staff feel residents are concerned about the security of their places at the flush. Inspectors offered reassurance about the IRC position making it clear that there was no plan for the flush to close. Residents acknowledged what was said and the conversation moved on to lighter topics.

(c) Additional Inspectors observations at this Inspection

None.

INSPECTION FINDINGS ON OUTCOME OBJECTIVES

EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT

SUMMARY INSPECTION REPORT

Unit Name
Date of Inspection

Summary of Inspection

The Flush is a privately run residential unit providing care for 8 women who have a history of being in long term hospital care. All have a varying degree of learning disability. The detached villa is set in very pleasant surroundings offering a good standard of accommodation within close proximity to the village of Stewarton.

All the residents have been living in the Flush for a considerable time, (the last admission was in 1991) and act very much as part of a large family group. However people are getting older, ranging from their late forties to seventy years (and with an average age of fifty-eight). All are currently physically and mentally fit, however, the longer-term needs of the residents require to be addressed.

There have been internal improvements to the accommodation since the last inspection visit. This includes the decoration and refurbishment of the main sitting room. Service users who played a part in the choice of replacement furniture have warmly received this change.

Care planning must continue to play a significant part in the units development. Improvements noted at the last inspection must be built upon. Social and personal histories should be progressed and integrated into the existing individual plans. Formal care reviews now require to be conducted as a matter of priority and it is hoped significant progress will be made in this area by the time this report is published.

There has been a far greater emphasis placed on Health and Safety within the unit. The purchase of appropriate written and video material allied to the provision of training in food handling represents an improvement in this area.

Financial records although not examined in detail do suggest that further clarity is required to account for certain expenditure. The unit will actively work with Inspection, Registration and Complaints Unit staff to provide this.

Residents continue to be happy at the Flush as demonstrated during an informal meeting held at the time of inspection.

Previous recommendations carried forward:

1. It is recommended that the efforts that are underway to update information in case files be given immediate priority.
2. It is recommended that urgent advice be sought from the Registration Officer on what training might a priority of staff.

Further Recommendations

1. It is recommended that the unit seek advice from this unit with regard to a proper suggestions/complaints policy.
2. It is however recommended that all entries in the daily logbook be signed.
3. It is recommended that formal reviews be held as a matter of priority.
4. It is recommended that each care plan have a recorded review date.

Commendations

- The unit is commended for the improvements made to daily recording.
- The unit is commended for the additional efforts they have made to secure educational training and for the effort put into compiling the pictorial diary of outings.

LEAD INSPECTOR:

SIGNATURE: _____ **Date** _____

COUNTERSIGNED BY HEAD OF UNIT: W J Duncan

SIGNATURE: _____ **Date** _____

AGENDA