



East Ayrshire
COUNCIL

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

THE FLUSH

**Date of Inspection:
5th September 2000**

W.J. Duncan
Head of Inspection, Registration and Complaints Unit
East Ayrshire Council
Social Work Department
Council Offices
Lugar
CUMNOCK KA18 3JQ

Tel: 01563 555343 Fax: 01563 555400

INSPECTION INFORMATION

NAME OF ESTABLISHMENT:	The Flush
LOCATION OF ESTABLISHMENT:	Old Glasgow Road Stewarton
MANAGING ORGANISATION:	Miss Mary McDougall
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	Announced
INSPECTOR(S) PARTICIPATING:	Mina Cassidy Isobel Dawson
DATE(S) OF INSPECTION:	5 th September 2000
DATE OF LAST INSPECTION REPORT:	28 th October 2000
FOR FURTHER INFORMATION ON THIS ESTABLISHMENT CONTACT	Mrs M McVicar 01560 482497

QUALITY OF RECORDS

1. Sampled Case Files

(a) Recommendations in last report

It is recommended that case files be updated as a matter of priority.

(b) Findings at this Inspection - Progress

At the time of this inspection no major changes in the way case files are managed and recorded is evident. Files remain disorganised and some of the information is out of date.

(c) Additional Inspectors observations at this Inspection

2. Sampled Financial Records

(a) Recommendations in last report

Not examined as part of the previous inspection. Although inspectors were aware that a number of issues regarding the way residents finances were managed and recorded remained outstanding.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

There is a significant improvement in the way that resident's finances are maintained and recorded. The system is detailed and easy to follow with appropriate cross checks in place. It is noted that on most occasions residents sign or initial following each transaction however, there are some exceptions to this and care must be taken to ensure that the residents signature or initials are included following every transaction.

The manager is commended for the introduction of a comprehensive system for recording residents' finances.

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

(a) Recommendations in last report

It is recommended that the Unit seek advice from this Unit with regard to a proper suggestions/complaints policy.

(b) Findings at this Inspection - Progress

Some progress has been made with the introduction of a suggestions/complaints policy. The policy states that residents can choose who they wish to discuss the matter with. This includes the Manager or members of staff of The Flush or an Officer from the Inspection Unit or an individual from the East Ayrshire Advocacy Project.

(c) Additional Inspectors observations at this Inspection

It is noted that the suggestions/complaints policy is held in the manager's office and is therefore not easily accessible to residents. In addition the policy is hand written and although it includes the addresses of East Ayrshire Council's Inspection Unit and the Advocacy Project there is no note of the telephone numbers.

It is recommended that the suggestions/complaints policy is made more accessible to residents. It is also recommended that the policy is printed in clear text and relevant telephone numbers are included.

Fire Records – Fire records are detailed and well maintained. Records show that fire safety checks include a monthly fire drill and that the fire alarm system was serviced in August 2000.

Accident Books – A separate system is in place for recording residents and staff accidents. Both systems are detailed and well maintained and include relevant information such as a description of the incident, where and when it took place, action taken and any further recommendation.

Outings Book – This gives details of the high number of varied outings available for residents to participate in.

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

Communication systems within the staff group include a daily diary for noting appointments and planned visits of family and friends. A day book which gives a summary of daily life in the unit including the tasks individuals carry out and the organised shopping trips. A staff communication book which includes shift requests and a means of passing important information and messages to staff.

2. Staffing Levels

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

The rota shows that there are adequate levels of staff on duty 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

	Management	Care Staff	Domestic Staff
Induction		2	
Fire Safety		1	
Food Handling		6	
SVQ		2	
Care Planning	1		
Management in Care	1		

There is some improvement in the amount of training being made available to staff.

It is recommended that a planned programme of training be developed which offers staff the opportunity to develop their skills and knowledge in a range of areas, which would enhance the quality of care delivered to residents.

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 main sitting room/dining room area used by residents does not have enough comfortable seats available for all residents. It is noted by inspectors that some residents choose to spend a significant amount of time in their own rooms however, there are occasions when residents are all together in the sitting room and therefore adequate seating should be available

It is recommended that additional comfortable seating is made available to residents in the main sitting room/dining room area.

2. Heating levels (including water temperature control)

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Not examined as part of 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

Although not examined in any detail as part of this inspection, the Unit appears to be clean and fresh throughout.

4. Safety of the environment

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Not examined as part of this inspection

5. Fabric and decor standards

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

The Unit is decorated and furnished to a good standard.

6. Standards of building maintenance

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Not examined as part of this inspection.

QUALITY OF CARE ARRANGEMENTS

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

(a) Recommendations in last report

It is recommended that each care plan have a recorded review date. It is also recommended that formal reviews be held as a matter of priority.

(b) Findings at this Inspection - Progress

A regular review of all care plans is clearly recorded providing a summary of need and indicating if a change to the care plan as required. All residents have now been formally reviewed.

(c) Additional Inspectors observations at this Inspection

The inspector found Care plans to be detailed and well laid out and reflecting individuals holistic needs. It is also noted that the residents are able to contribute to their own care plan by stating their likes and dislikes and to make comments about their life in the Unit. Care plans include the signature of the keyworker and the signature or initials of the resident.

The review form used to minute the formal reviews of residents is very well designed and includes relevant headings which allows the reader to follow the areas discussed in the review, the agreements and decisions reached and the actions to be taken and by whom. One review minute is of a particularly high standard whereas the quality of recording in the others is lower. Care must be taken to ensure that the quality of recording of all reviews is consistently of a good standard.

The manager and staff are commended for the quality of care planning and the involvement of residents in the care planning process.

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

Daily menus include three meals per day plus a supper in the evening. The inspectors noted that residents receive a varied and nutritionally balanced 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

Inspectors' note that the residents are able to take part in a number of planned outings that take place each week.

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 and returned. All comments were very positive. The members of staff stated that they felt valued and that their views and opinions were listened to. They commented that they were kept informed of what was happening in the Unit and they each commented about their high levels of job satisfaction which is reflected in the low sickness levels in the staff group and the low levels of staff turnover.

3. User/Carer views

(a) Recommendations in last report

None

(b) Findings at this Inspection – Progress

(c) Additional Inspectors observations at this Inspection

The inspectors spent significant time with the residents and shared an enjoyable meal with them. The residents were all in good spirits and were keen to keep the inspectors informed of ongoing issues and events in their lives. This included memories from some of the residents' recent holiday in Ireland. Other residents were clearly looking forward to their forthcoming holiday to the Lake District at the end of September 200. All residents expressed their satisfaction with their lives at the Flush.

EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT

SUMMARY INSPECTION REPORT

The Flush

Date of Inspection
5th September 2000

Summary of Inspection

The Flush is a privately run residential unit providing care for 8 women with varying degrees of learning disability, who had a history of long term hospital care. The residents have been living in the Flush for a considerable time, (the last admission was 1991) and act very much as part of a large family group. The detached villa is set in very pleasant surroundings offering a good standard of accommodation with close proximity to the village of Stewarton.

The unit has made significant progress in their care planning and review process. However, the quality of information and organisation of personal files requires to be improved.

The amount and quality of staff training has improved since the last inspection. This has included the unit managers' participation in a Management in Care course and a Care Planning course. However, care staff also require to be given the opportunity to access a range of relevant training in order to meet the changing needs of residents.

The quality of financial records has also improved. The systems presently in place gives a clear account of residents' finances including their savings.

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

Previous recommendations carried forward:

1. The management of the case files should be reviewed
2. The suggestions/complaints policy should be made more accessible to residents, printed in clear text with relevant telephone numbers included.

Further recommendations

1. A planned programme of training is required which offers staff the opportunity to develop their skills and knowledge in a range of areas which would enhance the quality of care delivered to residents
2. Additional comfortable seating should be made available to residents in the main sitting room/dining room area.

Commendations

The manager is commended for the introduction of a comprehensive system for recording residents' finances.

The manager and staff are commended for the quality of care planning and the involvement of residents in the care planning process.

LEAD INSPECTOR: Mina Cassidy

SIGNATURE: _____ **Date 26th September 2000**

COUNTERSIGNED BY HEAD OF UNIT: W J Duncan

SIGNATURE: _____ **Date** _____

AGENDA
