



East Ayrshire
COUNCIL

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

THORNTOUN

**Date of Inspection:
31st August 2000**

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

NAME OF ESTABLISHMENT:	Thorntoun Estate Nursing and Residential Home
LOCATION OF ESTABLISHMENT:	Thorntoun Estate Crosshouse
MANAGING ORGANISATION:	Mr Wm Johnstone Mr R Johnstone
CATEGORY (as per Registration):	Elderly male and female
MAXIMUM NUMBER OF RESIDENTS TO BE ACCOMMODATED (as per Registration):	30 Residential out of a total of 74
NUMBER RESIDENTS/ATTENDING AT TIME OF VISIT:	16 Residential out of a total of 74
NATURE OF INSPECTION	Announced
INSPECTOR(S) PARTICIPATING:	Mina Cassidy Isobel Dawson
DATE(S) OF INSPECTION:	31 st August 2000
DATE OF LAST INSPECTION REPORT:	1 st February 2000
FOR FURTHER INFORMATION ON THIS ESTABLISHMENT CONTACT	Alexander Gibson Thorntoun Ltd Thorntoun Estate Crosshouse 01563 572626

QUALITY OF RECORDS

1. Sampled Case Files

(a) Recommendations in last report

It is recommended that the format of residents' files be reviewed. It may be helpful to have appropriate information computerised to aid presentation to ensure that information can be up-dated easily.

(b) Findings at this Inspection - Progress

Residents' files are well organised and include a printed Profile Sheet, which contains relevant 'quick reference' information such as General Practitioner and next of kin.

(c) Additional Inspectors observations at this Inspection

Five working files were inspected on this occasion, which included the most recent admission. The records are organised in a ring binder folder and contain detailed information, which includes assessments, care plan, daily recording, activity log and medication records. The information covers a wide range of issues, which present a holistic view of the residents' needs.

2. Sampled Financial Records

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

The Inspectors found a discrepancy in two resident's savings cards. The Unit's Administrator explained that the Residents' financial records are audited twice yearly and any discrepancies would be detected at that point. Inspectors noted that a member of staff signs each transaction, which is then countersigned. However, this system failed to detect the discrepancies.

It is therefore recommended that the system for managing residents' finances is reviewed.

Inspectors also note that residents' savings are held in a communal Residents' Bank Account. This account both accumulates interest and is subject to tax. Advice is required to confirm the most beneficial type of savings accounts for each individual resident.

It is recommended that appropriate advice is sought regarding the most beneficial type of savings account for each individual resident.

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

(a) Recommendations in last report

It is recommended that the system for re-ordering medication be reviewed thereby ensuring that prescribed medications are available to residents.

(b) Findings at this Inspection - Progress

The unit Manager states that the contracted pharmacist provides a good level of service to the Unit. Medication records show that prescribed medications are available to residents at all times

(c) Additional Inspectors observations at this Inspection

Fire Records – Fire records are detailed and up to date and show that all fire safety checks are carried out as required

Admission and Discharge – The method of recording admissions and discharges is well maintained and easy to follow.

Accident Statistic Book – The accident report proforma includes detailed information relating to the type of accident and where and when it took place, in addition to witness statements. Accident records are filed in the Accident Statistic Book according to the time of day it occurred which then informs a comprehensive monthly audit. A copy of the accident form is also held in the residents' file

Residents and Guest, Comments, Suggestions and Complaints forms and questionnaires – This covers areas such as accommodation, meals, staff attitude, housekeeping and social activities. It also invites individuals to comment on any other area, which they would like to see developed.

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

Inspectors note that a keyworker diary system is in place. Instructions for its use state that residents' personal information should not be included and messages should be brief and concise. This is used as a communication tool for referring

staff to residents files for specific information.

2. Staffing Levels

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Rotas show that there are appropriate levels of staff covering 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			3
Lifting/Handling		8	
Fire Safety	2	10	5
Food Handling		8	
SVQ(level 4)	2		
(level 3)		1	
(level 2)		2	

Additional training included :-

Huntingtons Disease lecture

Care Planning

Parkinsons Disease Lecture

Continance Programme

Aggression in Dementia sufferers

The Owners and the Unit Manager are commended for their commitment to providing high levels of good quality training.

QUALITY OF PHYSICAL ENVIRONMENT

1. Compliance with space standards

(a) Recommendations in last report

It is recommended that the Unit monitor admissions to double rooms to ensure that they meet the recommended proportion of single/double rooms

(b) Findings at this Inspection - Progress

Not inspected on this occasion

(c) Additional Inspectors observations at this Inspection

The building of a conservatory presently underway will significantly increase the available sitting room space. This conservatory will also allow residents to enjoy views of the surrounding countryside.

The Inspectors found that although there is adequate washing machines and tumbler dryers the overall laundry space is very restrictive, resulting in inadequate space for the indoor drying of garments which cannot be tumble dried. There is also a lack of appropriate ventilation which results in a build up of high temperatures within the laundry thereby creating an uncomfortable working environment for laundry staff. The inspectors anticipate that every effort will be made to improve the available hanging space and the ventilation within the laundry area.

It is noted that larger items including bedding and towels are contracted to an outside laundry service.

It is recommended that an extension to the laundry is considered in the longer term development of the Unit.

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

Inspectors found the Unit to be comfortable and warm throughout. All radiators continue to have cool touch surfaces.

3. Hygiene and cleanliness

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

The Unit is odour free with high standards of cleanliness throughout.

Staff are commended for the high standard of cleanliness throughout the Unit

4. Safety of the environment

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Inspectors found the supporting wall for the platform lift on the upper floor to be damaged.

It is recommended that the supporting wall for the platform lift is repaired as a matter of priority.

5. Fabric and decor standards

(a) Recommendations in last report

It is recommended that allocation of rooms with combination flooring follows an assessment of care needs which is clearly recorded.

(b) Findings at this Inspection - Progress

The Unit Manager confirmed that this recommendation had been actioned.

(c) Additional Inspectors observations at this Inspection

The Unit continues to provide residents with a very pleasant environment with good quality furnishings and attractive décor.

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 4c

QUALITY OF CARE ARRANGEMENTS

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

(a) Recommendations in last report

It is recommended that an overview of the content of Care Plans be carried out to ensure that specific training is available to staff as required.

(b) Findings at this Inspection - Progress

Inspectors found the quality of Care plans are of a good standard and reflect the holistic needs of residents.

(c) Additional Inspectors observations at this Inspection

It is noted that care plans are reviewed on a monthly basis and any changes to the original Care Plan recorded appropriately

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 are available which are attractively presented. Residents have the choice of a selection of well-balanced nutritional dishes which includes a delicious assortment of home baking.

Catering staff are commended for the quality and selection of food available to residents.

3. Quality of activity programmes

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

The activities programme shows at least two planned activities each day in addition to two planned outings in the Unit's mini bus each week. Activities include prize bingo, aromatherapy, who wants to be a millionaire, giant cross word, countdown. A record of attendance is maintained in the activity sheet in the residents' file. A variety of daily newspapers are available each morning.

A recent event took place to celebrate the Queen Mother's Birthday and photographs recording this day were on display together with a letter from Clarence House acknowledging the residents good wishes.

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 of which three were returned. Comments were generally positive. They each felt that they were valued, their views and opinions listened to and they were kept up to date with what was happening in the Unit. However, all made reference to wages and conditions as the least satisfying aspect of the job.

3. User/Carer views

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Residents' Questionnaires - Five questionnaires were distributed all of which were returned. Comments were generally very favourable with residents making reference to the good care and attention they received.

Relatives Questionnaires - Five questionnaires were distributed of which three were returned. Comments were generally favourable. However, one relative felt that they would benefit from more regular meetings with management and staff.

EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT

SUMMARY INSPECTION REPORT

Unit Name

Thorntoun

Date of Inspection

31st August 2000

Summary of Inspection

Thorntoun Estate is jointly registered with Ayrshire and Arran Health Board and East Ayrshire Council. Thorntoun provides a high standard of accommodation which is situated close to the villages of Crosshouse and Springside. It can accommodate up to 30 residential service users out of a total of 74 places. At the time of inspection there were 16 residential users, the remainder of places taken up by individuals who require nursing care.

The building and grounds are maintained to a high standard with rooms tasteful and comfortably decorated. There is a rolling programme of refurbishment and redecoration. The building of a conservatory to the front of the unit is presently underway which will enhance the quality of the environment even further for the residents.

The Units' laundry is managed very efficiently with residents personal laundry being processed in the Unit and additional items such as bedding, towels and napery contracted to an outside laundry service. However, the space available within the laundry is very restrictive and does not allow for adequate drying space or adequate ventilation

A distinct and dedicated team provides care for residential service users. The content of resident's records and the quality of care planning is of a good standard.

A very good range of training opportunities continue to be available to staff and the Organisation is an accredited training centre. This has helped facilitate the provision of SVQ at levels 1-4 inclusive

Previous recommendations carried forward:

It is noted that the proportion of single to double rooms is slightly above the recommended 8 single to 1 double.

Further recommendations

1. The system for managing residents' finances should be reviewed and appropriate advice obtained regarding the most beneficial type of savings account for each individual resident.
2. As part of the longer-term development of the unit an extension to the laundry should be considered.
3. The supporting wall for the platform lift should be repaired as a matter of priority.

Commendations

The Owners and the Unit Manager are commended for their commitment to providing high levels of good quality training.

Staff are commended for the high standard of cleanliness throughout the Unit.

Laundry staff are commended for the efficient system for managing personal laundry.

Catering staff are commended for the quality and selection of food available to residents.

1. LEAD INSPECTOR: Mina Cassidy

SIGNATURE: _____ Date : 25th September 2000

COUNTERSIGNED BY HEAD OF UNIT: W J Duncan

SIGNATURE: _____ Date _____

AGENDA