



East Ayrshire
COUNCIL

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

Unit Name
Torrance Lodge

Date of Inspection:
1st June 1999

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

INSPECTION INFORMATION

NAME OF ESTABLISHMENT:	Torrance Lodge
LOCATION OF ESTABLISHMENT:	Kilmarnock
MANAGING ORGANISATION:	C.C. Care Limited
CATEGORY (as per Registration):	Elderly - Joint
MAXIMUM NUMBER OF RESIDENTS TO BE ACCOMMODATED (as per Registration):	12 residential
NUMBER RESIDENTS/ATTENDING AT TIME OF VISIT:	12
NATURE OF INSPECTION:	Announced
INSPECTOR(S) PARTICIPATING:	George Stewart Isobel Dawson
DATE(S) OF INSPECTION:	1st June 1999
DATE OF LAST INSPECTION REPORT:	23rd July 1998
FOR FURTHER INFORMATION ON THIS ESTABLISHMENT CONTACT	M McClure

QUALITY OF RECORDS

1. Sampled Case Files

(a) Recommendations in last report

None.

(b) Findings at this Inspection - Progress

Case files examined by inspectors continue to be maintained to a good standard.

(c) Additional Inspectors observations at this Inspection

None.

2. Sampled Financial Records

(a) Recommendations in last report

None.

(b) Findings at this Inspection - Progress

Financial records were not examined as part of this inspection.

(c) Additional Inspectors observations at this Inspection

None.

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

Accidents - Discussion with the manager suggests that the "strong suggestion" made with regard to post incident de-briefing is in fact taking place.

Fire Records - These were found to be accurate and up to date.

Medication Records - A brief examination of arrangements for administering and recording medication records suggests that all aspects are managed well.

(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

None

(b) Findings at this Inspection - Progress

Following the commendation on all aspects of the communication system at the last inspection this issue was not examined as a separate item. Observations made by inspectors throughout the visit suggest that the high standards complimented previously are being maintained.

(c) Additional Inspectors observations at this Inspection

None.

2. Staffing Levels

(a) Recommendations in last report

None.

(b) Findings at this Inspection - Progress

Staffing levels continue to be maintained at an acceptable level.

(c) Additional Inspectors observations at this Inspection

None

3. Staff Training and Qualifications

(a) Recommendations in last report

None.

(b) Findings at this Inspection - Progress

The unit continues to review their options particularly with regard to professional training for care staff. Some serious discussions have taken place and inspectors anticipate further movement by the time of the next visit. **The unit is encouraged to continue to develop their commitment to staff training.**

(c) Additional Inspectors observations at this Inspection

None.

QUALITY OF PHYSICAL ENVIRONMENT

1. Compliance with space standards

- (a) **Recommendations in last report**
None.
- (b) **Findings at this Inspection - Progress**
Not examined as part 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**
Heating levels were set at an acceptable ambient temperature throughout the unit.
- (c) **Additional Inspectors observations at this Inspection**
None.

3. Hygiene and cleanliness

- (a) **Recommendations in last report**
None.
- (b) **Findings at this Inspection - Progress**
Standards of hygiene and cleanliness are high throughout the unit.
- (c) **Additional Inspectors observations at this Inspection**
None.

4. Safety of the environment

- (a) **Recommendations in last report**
Hallways should be free of clutter.
- (b) **Findings at this Inspection - Progress**
All hallways were found to be clear with more appropriate areas found for the

storage of mobility aids.

(c) Additional Inspectors observations at this Inspection

Inspectors examined the unit's Health and Safety documentation in detail. It contained detailed material covering a range of issues. These included, COSHH assessments, waste control, infection control, manual handling, food hygiene, working time regulations, use of the mini bus amongst others. The unit is subject to an annual safety inspection and this is followed by a review of the policy in conjunction with their Health and Safety advisor. **The unit is commended for the standard of their Health and Safety documentation and the efforts made to ensure it is updated on a regular basis.**

5. Fabric and decor standards

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

The unit has been commended for the standard of decoration in previous reports. Inspectors note the development of a Snoozleen that appears popular with a number of service users. It has been completed to a high standard and is located in a distinct and separate room. **The unit is commended for their efforts to increase the opportunity users have to participate in individual pursuits out with their own rooms.**

(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

This was not examined as a particular item as part of this inspection. Observations made by inspectors did not indicate that standards had slipped since the previous visit.

(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

None

(b) Findings at this Inspection - Progress

All aspects of care planning and reviews continue to be maintained at a high standard.

(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

Inspectors sampled two dishes on the day of inspection. Both were well presented and tasty. Menus continue to suggest that a balanced nutritious choice is available to residents.

(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

The unit offers activities planned on a sessional basis in different areas during the morning and afternoon. These include music and movement, crafts, newspaper group, social group and sensory activities. In addition there are weekly outings, including visits to popular seaside locations. This is further complemented by a programme of external entertainers one of whom was performing at the time of inspection.

(c) Additional Inspectors observations at this Inspection

Inspectors have been impressed on previous visits to the unit by the nature and enthusiasm demonstrated by all participating in activities. A varied programme that offers opportunities to all residents supports these observations. **The unit is**

commended for its commitment to providing a range of purposeful activities for residents.

INSPECTORS FINDINGS ON OTHER VIEWS

1. Staff views expressed

(a) Recommendations in last report

None.

(b) Findings at this Inspection - Progress

Inspectors did not formally interview staff during this visit. Informally, indications are that staff remain committed to providing a high standard of care to residents.

(c) Additional Inspectors observations at this Inspection

None

2. User/Carer views

(a) Recommendations in last report

None.

(b) Findings at this Inspection - Progress

Inspectors informally chatted with a number of residents throughout the visit. All appeared satisfied with life at Torrance Lodge.

(c) Additional Inspectors observations at this Inspection

None.

EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT

SUMMARY INSPECTION REPORT

**Torrance Lodge
1st June 1999**

Summary of Inspection

Torrance Lodge is a converted hospital building on one level set in four acres of grounds on the outskirts of Kilmarnock.

Record keeping and documentation is on the whole of very high standard. Efforts have been made to minimise medical terminology and establish consistency in recording. The written component of the communication system is of a good standard and inspectors continue to be pleased with the progress made.

Residents were not interviewed on a formal basis as part of this inspection but those seen and spoken with appeared relaxed and many were actively involved in Occupational Therapy sessions.

Despite its size the building does not impress as being vast and institutional. It's high standard of decoration and fabric coupled with the well thought out appointment of communal and private space bring a warm and surprisingly intimate feel to the unit. A regular programme of maintenance and upgrading maintains this standard. This is enhanced by the full time appointment of a gardener and handyman.

Inspectors spent time examining the variety of activities on offer to residents. These range from daily occupational therapy within the unit to a programme of excursions and professional entertainment.

There is little doubt based on evidence gathered by inspectors that the high standards mentioned in previous reports continue to be maintained and in some areas improved upon. The unit management and staff are strongly encouraged to continue their efforts to ensure care standards remain at a very high level.

Previous recommendations carried forward:

None.

Further recommendations

The unit is encouraged to continue to develop their commitment to staff training.

Commendations

The unit is commended for the standard of their Health and Safety documentation and the efforts made to ensure it is updated on a regular basis.

The unit is commended for their efforts to increase the opportunity users have to participate in individual pursuits out with their own rooms.

The unit is commended for its commitment to providing a range of purposeful activities for residents.

LEAD INSPECTOR:

SIGNATURE: _____ **Date** _____

COUNTERSIGNED BY HEAD OF UNIT: W J Duncan

SIGNATURE: _____ **Date** _____

AGENDA