

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

WEST PARK

Date of Inspection: 19 October 1999

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

Tel: 01563 555342 Fax: 01563 555400

INSPECTION INFORMATION

NAME OF ESTABLISHMENT: West Park

LOCATION OF ESTABLISHMENT: Glasgow Road Galston KA4 8PB

MANAGING ORGANISATION: Proprietors Mr & Mrs L Bagan

CATEGORY (as per Registration): Elderly Male & Female residents

**MAXIMUM NUMBER OF RESIDENTS
TO BE ACCOMMODATED (as per Registration):** 15

**NUMBER RESIDENTS/ATTENDING
AT TIME OF VISIT:** 14

NATURE OF INSPECTION: Full announced

INSPECTOR(S) PARTICIPATING: Mrs Isobel M Dawson

DATE(S) OF INSPECTION: 19 October 1999

DATE OF LAST INSPECTION REPORT: 3 December 1998

**FOR FURTHER INFORMATION ON
THIS ESTABLISHMENT CONTACT:** Miss L A Bagan, Manager
Tel: 01563 820426

QUALITY OF RECORDS

1. Sampled Case Files

(a) Recommendations in last report

Progress was found to have been made in the overall content and quality of residents' personal files. The previous recommendation that resident's records should contain a clear background history was reiterated.

Staff should discuss with residents, friends and family the creation of "life books" which could thereafter act as a compass or guide when working alongside residents.

All residents should have a detailed assessment in place prior to or soon after admission. In particular, if no community care assessment of needs has been completed a full assessment of a new residents needs and abilities should be processed by the unit staff.

As staff continue to develop their skills in reviewing and care planning, it would be helpful to link care plans with the "decisions" area of the review forms.

(b) Findings at this Inspection - Progress

Although all the above recommendations have been acted on, records also indicate that staff has some way to go before the required standards are achieved.

As previously recommended, ongoing recording should indicate that staff are aware of the decisions made at previous reviews and the content of care plans. Staff should familiarise themselves with the care plans of residents, particularly where they have key worker responsibilities. Thereafter care plans should inform the daily living of residents, with resident's notes indicating that staff has taken account of these.

(c) Additional Inspectors observations at this Inspection

Although some progress has been made since the time of the last Inspection, there are still areas for further development. It is recommended that all staff should be involved in training workshops to look at this area of their work.

2. Sampled Financial Records

(a) Recommendations in last report

No recommendations were made in a previous inspection; records were not looked at during the last Inspection.

(b) Findings at this Inspection - Progress

It is the Unit's policy that they do not handle residents' personal finances. All residents have their pension paid direct into a bank account and in all but two instances their relatives thereafter manage their monies.

In the two occurrences where there is some oversight of resident's finances, the pensions are paid directly into the residents bank account and their personal allowance collected by the unit and give to the residents. There is a satisfactory record maintained of these transactions.

Relatives intermittently hand in small sums of money for resident's use, e.g. for hairdressing; this money is kept separately and clearly accounted for.

(c) Additional Inspectors observations at this Inspection

None

3. Other records including specific comment on Fire Safety records and Medication records
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(a) Recommendations in last report

None made

(b) Findings at this Inspection – Progress

On the whole, **fire safety records** are well maintained. Infrequently a weekly check is not noted. Care should be taken that all checks are recorded.

Medication records were not checked. During the time of the Inspection the distribution of medication was taking place. It was noted that drugs were kept in an appropriately secured cupboard and medication distributed by a senior member of staff.

Accidents to residents are clearly documented in an appropriate book. It is suggested that this book should give some indication of action taken to prevent a re-occurrence. It is also suggested that a monthly audit would enable the manager to review all accidents in the unit.

It is however noted that the majority accidents and occurrences are of a very minor nature.

(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 made

(b) Findings at this Inspection - Progress

Appropriate information is shared amongst the staff group through both verbal and written communication. A crossover time at the end and beginning of shifts allows staff to communicate relevant information and to check written information, e.g. the daily diary.

(c) Additional Inspectors observations at this Inspection

The cohesive, stable staff group supports the sharing of information and although no regular, formal staff meetings take place this does not appear to inhibit communication within the staff group

2. Staffing Levels

(a) Recommendations in last report

The Registration Officer should be consulted to consider varying the Registration to take account of the changing management responsibilities

(b) Findings at this Inspection - Progress

This recommendation was acted upon with a change in Manager processed.

(c) Additional Inspectors observations at this Inspection

From the staff rotas and checks during the inspection, there would appear to be an acceptable numbers of managerial, senior care, care, domestic and catering staff to meet the needs of the resident group.

3. Staff Training and Qualifications

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

The Manager is qualified RGN with three years residential experience in elderly care. The Depute and Senior Care Officer have SVQ 2 with nine and six years residential elderly care experience, one other member of staff has EN training and twelve years experience. The Cook has appropriate food hygiene training. As already stated, West Park has a stable staff group with a large proportion of staff having worked for over five years in the unit.

Numbers of days training during past year

	<i>Management</i>	<i>Care staff</i>	<i>Domestic staff</i>
Induction	1	1 -all staff	1
Moving & Handling	1	1 - all staff	1
Fire safety	1	1 – all staff	1
Food Handling	1	1 – all staff	1
SVQ	0	0	0

(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

No internal changes have taken place since the time of the last Inspection. The proportion of single to double rooms i.e. 7 single to 4 double is above the present recommendation of 8 single to 1 double. All residents sign a contract on admission, which an agreement to share a room with a named person. If a request is made for a single room this is arranged as soon as is practicable.

(c) Additional Inspectors observations at this Inspection

Shared rooms have furnishings and screening that offer privacy to the individuals. One double room is used by two relatives who share by choice.

2. Heating levels (including water temperature control)

(a) Recommendations in last report

None made

(b) Findings at this Inspection - Progress

The unit was pleasantly warm and comfortable throughout. The hot water system accessed by residents is thermostatically controlled.

(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 good throughout the unit.

(c) Additional Inspectors observations at this Inspection

None

4. Safety of the environment

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

At the time of the Inspection the unit was noted to be free of hazards and residents were able to access the whole unit without difficulty.

(c) Additional Inspectors observations at this Inspection

It would be helpful to consider installing a handrail at the front entrance to the unit.

5. Fabric and decor standards

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

Throughout the unit décor colours, fabric and furnishings provide a homely and pleasant environment. In particular the furnishings, curtains and bedding in the bedrooms are appreciated by residents.

Considerable upgrading has taken place within the garden and car park. The mono blocked car park and upgrading of the garden, fencing and front stairs has created a pleasant feature.

(c) Additional Inspectors observations at this Inspection

The management is commended for the upgrading of the environs, which adds to the pleasant area which residents have access to.

6. Standards of building maintenance

(a) Recommendations in last report

The only outstanding maintenance work was the upgrading of the front stairs.

(b) Findings at this Inspection - Progress

This work has been completed.

(c) Additional Inspectors observations at this Inspection

There are no outstanding building maintenance requirements.

QUALITY OF CARE ARRANGEMENTS

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

(a) Recommendations in last report

The written format for recording care plans had been updated just prior to the last Inspection. This had encouraged staff to participate in care planning.

(b) Findings at this Inspection - Progress

Resident's records seen during this Inspection tended to be medically orientated. Although care plans were completed satisfactorily, from what was seen in the ongoing recording these did not go on to inform the daily living of residents and it was difficult to see how they informed future reviews and care planning.

(c) Additional Inspectors observations at this Inspection

All care staff should be encouraged to develop their key worker roles, particularly their responsibility in care planning and in evolving and reviewing appropriate programmes of care for their residents.

2. Quality of Menus and Catering arrangements

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

The cook recognises the individual likes and dislikes of residents and is responsive to these. Residents spoke highly of the quality and variety of food, its cooking and presentation and the home baking.

(c) Additional Inspectors observations at this Inspection

None made

3. Quality of activity programmes

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

Residents are encouraged and sustained in maintaining their links with the local community. Some residents continue to visit the local shops, pubs and social clubs and local tea-room.

In addition previous carers are encouraged to continue contact with the residents and are clearly welcomed into the unit at any time.

It was noted that little information was recorded in the social activities daily

diary. As most care plans stressed the need for “stimulation and social integration” it is important that the fulfilment of this is noted in the activities diary and in a resident’s notes.

(c) Additional Inspectors observations at this Inspection

It is important that the social activities diary is maintained.

INSPECTORS FINDINGS ON OTHER VIEWS

1 Staff views expressed

(a) Recommendations in last report

Comments on specific training topics should be included in any future staff training and development programmes.

(b) Findings at this Inspection - Progress

This recommendation was acted on and has been dealt with.

(c) Additional Inspectors observations at this Inspection

Staff completed six confidential questionnaires and other staff were seen on the day of Inspection. All referred to the high level of satisfaction they have in their work. They consider that they can offer a high level of care to all residents and are supported appropriately.

2 User/Carer views

(a) Recommendations in last report

In a previous response, one relative suggested that a shower be installed.

(b) Findings at this Inspection - Progress

This issue was discussed with residents who decided that they preferred baths to showers. It was therefore decided that at this stage no changes would be made, but it will be kept under review.

(c) Additional Inspectors observations at this Inspection

Six confidential questionnaires were completed by residents and four other residents were spoken with on the day.

Some referred to the benefits of having company while still being afforded their privacy. They find the unit warm and comfortable, in particular they enjoy their bedroom décor.

Two residents referred to the opportunities they had to visit the local shops and Kilmarnock and the willingness of staff to facilitate this.

3. Other views including Medical & Social Work

EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT

SUMMARY INSPECTION REPORT

WEST PARK

Date of Inspection 19 October 1999

Summary of Inspection

West Park is a privately owned residential unit set in a very pleasant area on the outskirts of Galston. The surroundings although quite rural are not isolated; to the front of the house across the main road is the local senior school, to the rear is farmland with horses and cattle grazing and a fish farm can be seen from the side of the house. Residents say there is always something interesting to view from all sides of the house. The town centre is about half a mile away and many residents have an opportunity to visit local shops, community services, tea-rooms and pubs.

All accommodation is on one level and there is easy access throughout the building. Residents have taken the opportunity to individualise their own rooms, all rooms are maintained to a high standard. Of the 11 bedrooms, four are shared – three of which have en-suite toilet/whb. Three single rooms have en-suite facilities.

There is a stable staff group within West Park with a very low absence level among staff. Since the time of the last Inspection the Owners have become less involved in the day to day management of the unit, with the Depute Manager being appointed as Manager. However, the owners continue to maintain close links with the staff and residents.

There are appropriate systems for the recording of all required information and residents are satisfied that information held on them is treated confidentially. The Manager has continued to review the format of resident's records and the type of information required to be held therein. Staff should continue to develop their skills in review, care planning and ongoing recording.

Five residents took the opportunity to speak with the Inspector. Each person had different needs and expectations, but all were clear that their individual needs were being met in accordance with their wishes.

Previous recommendations carried forward:

There are no recommendations outstanding

It is understood that no personal client records are held on computer. If at some future date this takes place, they will then register under the Data Protection Act.

The installation of a shower was discussed with the resident group and they decided that they preferred baths to showers. The unit will keep this under review taking account of the changing needs of residents.

Further recommendations

Recording of personal information including care plans, reviews and social activities. Although some progress has been made since the time of the last Inspection, there are still areas for further development. It is recommended that all staff should be involved in training workshops to look at this area of their work.

It would be helpful to consider installing a handrail at the front entrance to the unit.

All care staff should be encouraged to develop their key worker roles, and particularly their responsibilities in care planning and evolving appropriate programmes of care for their residents.

The proportion of single to double rooms i.e. 7 single to 4 double is above the present standard of 8 single to 1 double. A planned programme to reduce double room occupancy should be developed.

Commendations

The management is commended for the upgrading of the external surroundings, which adds to the pleasant area to which residents have access.

LEAD INSPECTOR: Isobel M Dawson

SIGNATURE: _____ **Date** _____

COUNTERSIGNED BY HEAD OF UNIT: W J Duncan

SIGNATURE: _____ **Date** _____

AGENDA