

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

WEST PARK

Date of Inspection: 30 March 2000

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INSPECTION INFORMATION

NAME OF ESTABLISHMENT:	West Park
LOCATION OF ESTABLISHMENT:	Glasgow Road, Galston KA4 8PB
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 :	12
NATURE OF INSPECTION:	Short, unannounced Focused, evening
INSPECTOR(S) PARTICIPATING:	Mrs Isobel M Dawson
DATE(S) OF INSPECTION:	30 March 2000
DATE OF LAST INSPECTION:	19 October 1999
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

At the time of the last Inspection it was noted that although some progress had been made in the maintenance of appropriate files, there were still areas needing further development. It was recommended that all staff should be involved in training workshops to look at this area of their work.

(b) Findings at this Inspection - Progress

Following the last Inspection a timescale of March 2000 was agreed for progressing this recommendation. At the time of this Inspection no major changes in the way case files are managed and recorded are seen.

There is no record of staff being given additional training in participating in/minuting reviews or care planning.

A social activity diary is now maintained assiduously.

(c) Additional Inspectors observations at this Inspection

Three user's files were seen during this Inspection.

Overall the Daily notes are medically orientated and lack a holistic view of the resident. In addition, It was noted that relevant information contained in the daily report book is not always transferred into the user's file.

It is recognised that the timescale agreed following the last Inspection was March 2000 when this latest Inspection took place. However, it would appear from the records seen that there has been no major changes in the quality of users files, therefore the previous recommendation regarding training, supporting and supervising staff in developing recording skills is reiterated.

2. Sampled Financial Records

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

Not seen during this short, focused 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

Medication Records: not seen during this short, focused Inspection.

Fire Records: It was noted that an equipment inspection took place on 31 January 2000. According to records the last fire drill was 22 April 1999, all other checks are carried out weekly or monthly as required.

(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

Not looked at during this short, focused Inspection.

(c) Additional Inspectors observations at this Inspection

None

2. Staffing Levels

(a) Recommendations in last report

From the staff rotas and check s made 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.

(b) Findings at this Inspection - Progress

Rotas indicated that there is a minimum of two care staff in addition to catering, domestic and Managerial staff on duty during day shifts and two care staff at all other times.

(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

Number of days training during last year:

	Management	Care Staff	Catering/domestic staff
Moving & Handling	1	All staff	1
Fire safety	1	All staff	1
Food handling			1

QUALITY OF PHYSICAL ENVIRONMENT

1. Compliance with space standards

(a) Recommendations in last report

Shared rooms have furnishings and screening that offer privacy to the individuals. Two relatives who share use one double room by choice.

(b) Findings at this Inspection - Progress

The manager and proprietors are planning to review the proportion of single/double rooms. Although not possible to create all single rooms immediately this plan recognises longer-term requirements for 8 single to 1 double rooms.

(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 inspected during this short, focused 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 inspected in detail during this short, focused Inspection. However the unit appeared fresh and clean throughout the areas seen.

(c) Additional Inspectors observations at this Inspection

None

4. Safety of the environment

(a) Recommendations in last report

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

(b) Findings at this Inspection - Progress

Arrangements have been made for the installation of a new handrail, it is due to be fitted this month.

(b) Additional Inspectors observations at this Inspection

None

5. Fabric and decor standards

(a) Recommendations in last report

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

(b) Findings at this Inspection - Progress

No detailed inspection was carried out during this short, focused Inspection. However, two of the users who were seen by the Inspector were keen to show their newly decorated and carpeted bedrooms.

(c) Additional Inspectors observations at this Inspection

None

6. Standards of building maintenance

(a) Recommendations in last report

There are no outstanding building maintenance requirements.

(b) Findings at this Inspection - Progress

Not inspected during this short, focused Inspection. In the areas seen the unit appeared well maintained.

(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

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.

(b) Findings at this Inspection - Progress

There has been some progress in this recommendation. Staff are being encouraged to develop their role as key workers but as referred to in the *Quality of Records 1(b)* the written content of care planning and reviews needs to be developed further.

(c) Additional Inspectors observations at this Inspection

The previous recommendation regarding staff development and training, particularly in relation to being involved in reviews, care planning and record keeping, is repeated.

2. Quality of Menus and Catering arrangements

(a) Recommendations in last report

None made

(b) Findings at this Inspection - Progress

Not inspected during this short, focused Inspection. However, one user spoke of the continued high quality of the meals and how much they enjoyed their food.

(c) Additional Inspectors observations at this Inspection

None

3. Quality of activity programmes

(a) Recommendations in last report

It is important that the social activity diary is maintained.

(b) Findings at this Inspection - Progress

Although the social activity programmes were not looked at in detail, it was noted that the recommendation regarding the maintenance of a daily diary has been actioned appropriately.

(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

A range of staff completed five confidential questionnaires. All spoke positively about their work in the unit, the feeling of being part of a team, the support they receive and the time they have to spend with users in a one to one situations. A few mentioned that they would like to develop external social activities giving users opportunities to make outside visits and enjoy stimulating activities. All staff felt that they had sufficient information about users to enable them maintain their identity, that their opinions were listened to and that staff were all treated equally. All found the unit warm, comfortable and clean.

(c) Additional Inspectors observations at this Inspection

None

2. User/Carer views

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

Two residents were seen individually. Both spoke highly of the care they received from all members of staff. Each had very different needs and expectations but both clearly had their individual needs and wishes recognised and met wherever possible.

(c) Additional Inspectors observations at this Inspection

None

EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT

SUMMARY INSPECTION REPORT

West Park

Date of Inspection 30 March 2000

Summary of Inspection

West Park is a privately owned residential unit near to the centre of Galston but with the advantage of being surrounded by open, pleasant countryside to the rear.

All accommodation is on one level and there is easy access throughout the house. All the rooms are attractively decorated, furnished and well maintained. There is a rolling programme of re-decoration and upgrading and users are able to express preferences in colour schemes for their rooms. Of the 11 bedrooms, four are for double occupancy, three of which have en-suite toilet/whb. In addition three of the single rooms have en-suite facilities. This percentage of double to single rooms is above the present recommended 8 double to 1 single room; however, the owners and manager have plans to change this in the longer term.

This short, evening Inspection focused mainly on the recommendations of the previous Inspection of October 1999. A number of the recommendations had already been actioned satisfactorily. Work continues on developing the key workers role, and Management is encouraged to support staff in these responsibilities by offering relevant training.

Residents spoken with during the Inspection expressed satisfaction about the quality of their lives in West Park.

Previous recommendations carried forward:

1. Recording of personal information including care plans, reviews and social activities

It is recognised that following the last Inspection in October 1999, the timescale agreed for accomplishing that recommendation was March 2000. However, it would appear from the records seen that at this stage there has been no major changes in the quality of user files.

The previous recommendation regarding training, supporting and supervising staff in developing recording skills is therefore reiterated.

Further recommendations

None

LEAD INSPECTOR: Mrs Isobel M Dawson

SIGNATURE: _____ **Date** _____

COUNTERSIGNED BY HEAD OF UNIT: W J Duncan

SIGNATURE: _____ **Date** _____

AGENDA