



East Ayrshire
COUNCIL

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT

**Affleck House
Sorn Road, Auchinleck
East Ayrshire Council**

June 28th 2001

Announced

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

1 - INSPECTION INFORMATION

Registration Category:		
Registered Capacity:	Residential:28 Day:8	Single rooms: 28 Double rooms:
Number At time of inspection	Residential:25 + 3 respite Day:5	
Type of inspection	Announced	
Inspector(s):	Mr. George Stewart	
Date of last inspection:	March 28 th 2001	
For further information on this establishment contact	Rosemary Robertson, Unit Manager	

2- Description of establishment, services and facilities.

Affleck House is a purpose built residential establishment owned and managed by East Ayrshire Council. The unit was originally opened around 1974 with upgrading taking place in 1996. The unit provides 28 residential places, 26 of which are permanent plus 2 respite places to people who continue to live in the community. In addition day care is provided for around 7 people each day with a smaller number at the weekend.

All users have single bedrooms; the unit is on one level with easy access throughout. The building provides a number of attractive sitting areas and a dining area that has recently been upgraded. New furniture, soft furnishings, lamps and pictures have enhanced the surroundings. The kitchen has recently been upgraded.

Affleck House staff were previously commended for the quality of care plans which indicated that staff continued to provide care which is sensitive and responsive to user's needs.

This inspection focussed on previous recommendations a number of resources and their impact on the quality of life for residents.

The unit did not fully comply with all 5 recommendations from the report of March 28th. User contracts have not yet been introduced although a draft document is out for consultation. Despite the upgrade of the kitchen area ventilation remains an issue. Inspectors have been informed that this issue will be resolved and a number of options are being investigated.

Information gathered on the day of inspection shows that despite small rooms and limited access to transport the quality of life for residents at Affleck is reasonably high.

Inspector: _____

Date _____

Head of IRC Unit: _____

Date _____

3 - QUALITY OF LIFE SUMMARY

In this section the inspectors set out their views on the quality of life the establishment is achieving for service users. Each heading is followed by a short statement setting out the standard that is expected to be achieved. This is followed by comments from the inspector giving their findings.

1. Privacy - *"The individual has his/her privacy protected and maintained in the home, in his her living areas and in relation to belongings, personal and financial affairs."*

All residents have the privacy of a single room. In addition they can choose from a number of communal sitting areas. This allows residents to entertain guests away from busy areas and also outwith their rooms.

2. Dignity health and well being - *"the individuals health and well being is promoted and their assessed care needs met without risk to their dignity"*

Health care needs are well documented in care plan material. Residents are supported to self medicate and take care of personal hygiene where possible. It was indicated to the inspector that staffing ratios can impact on the amount of support offered to individuals at certain times.

3. Social and emotional well being - *"The individual feels valued contented and fulfilled and can pursue social and leisure activities of their choice"*

There are a number of activities on offer to residents. Each individual may choose if they wish to participate and to what degree. The inspector saw evidence of recent "large-scale activities" and planning for forthcoming events. Residents indicated that they enjoyed the opportunity to participate and spoke fondly of the fun had by all. External activities can at times be limited as a result of transport difficulties and staffing levels.

4. Security and safety - *" The individual lives in a safe and secure home. Any limitations of rights or restriction of movement must be based on an informed risk assessment and be regularly and formally reviewed."*

Affleck is a secure building with a recently improved entrance. It may be advisable to consider introducing security measures already in place at other Local Authority units as a precautionary measure.

5. Independence and choice - *"The individual shall be assisted to achieve a level of independence and choice compatible with his/her wishes and abilities"*

Each individual resident has the opportunity to participate in the review and care planning process. This is evidenced where possible by the signature of the resident or a member of their family. Information viewed by the inspector indicates that time and care is taken to ensure an individuals wishes and preferences are central to the delivery of their care and support.

6. Participation - *"The individual has the right to maintain a fulfilling and interesting life style within and outwith the home."*

Residents as stated previously enjoy a variety of stimulating activities. Most of these take place within the unit which can be a source of frustration. An inability to access regular, reliable transport limits the range of external activities and therefore limits the choice for residents.

7. Culture and Belief - *"The individual has the right to expect that his/her cultural beliefs will be respected."*

Not examined at this inspection.

	Date Checked	Standard Acceptable?	Findings at current Inspection
Clear Aims & Objectives?	28/6/01	Yes	Aims and objectives can be found on the resident's noticeboard.
Brochure	28/6/01	Yes	The unit has a brochure with useful information and attractive colour pictures. It is published in A4 size which makes it slightly less accessible and future publications should use a more accessible format.
Admission/ discharge record	28/6/01	Yes	
Medication	28/6/01	Yes	The inspector viewed the MARS sheets, which were detailed and well maintained.
Accidents	28/6/01	Yes	The unit has 2 accident books, one for residents and one for staff. Both were well maintained.
Incident/violent incident	28/6/01	Yes	The system in place ensures that each incident is given appropriate priority with senior staff offering support to both residents and staff.
Fire safety and checks	28/6/01	Yes	All information is held in one folder. The information is detailed, however the document is becoming weighty and staff will have to ensure it remains manageable.
Risk assessments	28/6/01	Yes	
Moving& Handling Assessments	28/6/01	Yes	
COSHH Assessments	28/6/01	Yes	
Restraint (if appliqué)	28/6/01	Yes	The unit does not have a policy on restraint, (see requirements)
Complaints	28/6/01	Yes	Residents have access to East Ayrshire Councils corporate complaints system; in addition the unit operates an internal suggestion and complaints system that is designed to deal with issues that can be resolved at a local level.
Users financial records	28/6/01	Not examined	

Comments:

Requirements:

The unit is required to develop a restraint policy covering all aspects and types of restraint. Staff should be offered clear guidance on their responsibilities should a situation where restraint may be considered an option arise.

Recommendations:

Commendations:

	Date Checked	Standard Acceptable?	Findings at current Inspection
Recruitment practices	28/6/01	Yes	These are in line with East Ayrshire Council policy.
Staff meetings	28/6/01	Yes	Staff meetings are held regularly and minutes indicate that a range of appropriate topics are discussed.
Shift handover	28/6/01	Yes	Each member of staff receives a shift handover before the commencement of their shift.
Staff supervision	28/6/01	Yes	This is scheduled to take place every 4 to 6 weeks. There has been some difficulty in ensuring appropriate levels of supervision for part time staff. Unit manger is currently addressing this issue.
Training records	28/6/01	Yes	
Training during last year	28/6/01	Yes	See report of March 28 th 2001. Since March 28 th a number of staff have attended food hygiene training. In addition there has been a 6 week in house programme looking at the issues of challenging behaviour.
Rotas	28/6/01	Yes	Rotas indicate a minimum staffing level of 3:28 residents. Throughout the inspection it was suggested that this staffing level does not allow for individual support or a range of external activities.
Contracts of employment	28/6/01	No	Some staff do not have contracts of employment.
Job descriptions	28/6/01	Yes	
Absence levels/ monitoring	28/6/01	Yes	The system in place allows for easy tracking of staff absence.
Staff Turnover	28/6/01	Yes	There has only been one change in catering staff.
Bank Staffing	28/6/01	Yes	The high number of part time staff allows the unit manager some flexibility in covering shifts. It is her preference to use the existing staff on part time contracts as opposed to bank or sessional staff.

Comments:

Requirements:

All member of staff are required to have contract of employment.

Recommendations:

It is recommended that staffing levels are reviewed to ensure optimum levels of support to residents at all times.

Commendations:

The unit is commended for the range and regularity of meetings.

	Date Checked	Standard Acceptable?	Findings at current Inspection
Room sizes	28/6/01	Yes	Of the 28 single rooms, 25 do not meet the current minimum size standards. In addition the furnishings in some rooms do not allow for the best use of existing space. Residents with mobility problems appear to have some difficulty in getting in and out of their rooms.
Double/Single Ratio	28/6/01	Yes	All single.
Ambient Temp	28/6/01	Yes	
Hot Water temp control	28/6/01	Yes	Each water point has thermostatic valve to control water temperature.
Hygiene/cleanliness	28/6/01	Yes	The unit appeared clean throughout. Some staff did comment that the unit could be cleaner at times.
Safety of environment	28/6/01	No	Radiator covers have been fitted in certain areas of the unit. A number of these have subsequently been damaged. The unit manager states that a new supplier is being sought. The nature of the damage to radiator covers indicates that if they had not been in place residents could have come in to contact with radiators set at very high temperature. The ingressive water in the dining room area has been addressed. The area awaits decoration. Room sizes do not normally constitute a safety issue. However, as wheelchair users are restricted in their movements this is a potential hazard.
Fabric/Decor	28/6/01	Yes	Dining room chairs have recently been covered. The unit was commended in the last report on improvements to fabric and décor; the inspector would concur with this view.
Building maintenance	28/6/01	Yes	An appropriate system of notification is in place. Repairs can sometimes take prolonged periods to be addressed.
Garden Areas	28/6/01	Yes	Are maintained to a satisfactory standard.
Furnishing; Comfort/quality	28/6/01	Yes	See fabric and décor.
Security of establishment	28/6/01	Yes	The unit has not been subject to the same level of intrusion as other establishments. It may be advisable to consider adopting similar precautionary measures at this stage to avoid future difficulties.
Privacy	28/6/01	Yes	Residents have a choice of 4 sitting areas, single rooms and can make private phone calls from 2 separate locations.

Comments:

Requirements:

The use of furnishings to maximise floor space within rooms must be considered as a matter of priority. Radiator covers require to be fitted as a matter of priority.

Recommendations:

It is recommended that consideration be given to employing precautionary security measures in line with

what has been deployed at other units.

Commendations:

The unit is commended for the continued improvement of the fabric décor and furnishings within Affleck.

7 - Care Standards

Care Planning and Review

	Date Checked	Standard Acceptable?	Findings at current Inspection
Assessment	28/6/01	Yes	
Care Plans	28/6/01	Yes	Care plans contain a range of useful and practical information. They are informed by daily notes and monthly summaries.
Reviews	28/6/01	Yes	Reviews are held within agreed timescales.
KeyWorker/ Named worker	28/6/01	Yes	
Daily notes	28/6/01	Yes	Daily notes are transferred to monthly summaries, which in turn inform care plans and reviews.
User involvement - care planning and review	28/6/01	Yes	Residents are encouraged to sign their care plans. If this is not possible a member of their family is asked to do so in their place.
User contracts	28/6/01	No	Residents do not yet have a contract. The inspector is aware that this document is currently in draft form and is going through a period of consultation.
Residents information directory	28/6/01	Yes	The information you might expect to find in a resident's information directory can be found in the unit brochure.

Menus and Catering

	Date Checked	Standard Acceptable?	Findings at current Inspection
Menus - choice & quality	28/6/01	Yes	Menus offer an appropriate level of nutrition and choice. A laminated menu is posted each day at the entrance to the dining area to allow residents to consider their choice as they might expect to do in any eating establishment.
Environmental Health Report issues	28/6/01	Yes	Not examined
Catering equipment and practices	28/6/01	Yes	The kitchen has recently been upgraded. The issues of poor ventilation still require to be resolved.

Activity programmes

	Date Checked	Standard Acceptable?	Findings at current Inspection

Displayed Program?	28/6/01	Yes	The programme is displayed in the front hall.
Internal activities	28/6/01	Yes	There is an extensive range of internal activities.
External activities	28/6/01	Yes	External activities can be limited by the lack of access to reliable transport.
Transport arrangements	28/6/01	No	Access to East Ayrshire transport is limited. This can impact on plans for residents.

Comments:

Requirements:

Recommendations:

It is recommended that transport arrangements are reviewed to allow staff and residents to plan with greater certainty.

Commendations:

The unit is commended for its approach to providing residents with information about meals.

8 - Inspectors findings on other views

User/Carer views

Residents kindly completed a confidential questionnaire, all expressed satisfaction about the standard of care they receive at Affleck. They were particularly supportive of staff who they feel are very caring. There was reference to the small room sizes which appears to frustrate some residents particularly those with mobility issues.

Staff views

Staff indicate that they feel that there is a high standard of care delivered at Affleck. There is some comment made about small room sizes and the difficulty in organising external activities.

AGENDA