



East Ayrshire
COUNCIL

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT

**Carrick View Hostel
Auchinleck**

**MANAGING ORGANISATION
East Ayrshire Council**

**Inspection Date:
23rd August 2001
Inspection Type:
Unannounced**

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:	Adults with Learning Difficulties	
Registered Capacity:	Residential: 14 Day:	Number of ensuite rooms: 2 (training flat and bedsit)
		Number of double rooms: 0
Number At time of inspection	Residential: 10 Day:	
Type of inspection	Unannounced	
Inspector(s):	Mina Cassidy	
Date of last inspection:	26.3.01	
For further information on this establishment contact	Moira Logan Manager Carrick View Tel: 01290 423382	

2- Description of establishment, services and facilities.

Carrick View is a residential hostel providing care for up to 14 adults with learning difficulties. The unit is located within the housing scheme in the village of Auchinleck and is visually similar to nearby housing with the result that externally it does not have the obvious appearance of an institutional environment.

Bedroom accommodation in the unit is pre-dominantly on the first floor although one area is in use as a bedsit on the ground floor. Part of one wing of the unit provides distinct space as a "training flat" for residents who are living more independently.

Internally the Unit has had some recent up-grading including the installation of modern shower which are well adapted for use by people who may need assistance. Unit windows are in a very poor state and there are also persistent problems with the heating system both of which must be addressed.

The resident group at Carrick View are somewhat older than in the other Local Authority Hostel and issues about the suitability of upstairs bedroom accommodation are beginning to arise. At the time of this Inspection it was noted that one resident had agreed to be relocated to the ground floor and plans were underway to move another resident into the room with en-suite facilities on the ground floor. Previous plans to close the unit and develop alternative accommodation for the residents unfortunately broke down. This has left an air of uncertainty among the residents, relatives and staff about the future, not only for the Unit itself but also for individual residents. However, it is clear that some discussions have recently been initiated to again consider possible alternatives.

Despite these uncertainties the Inspector is pleased to note that again the evidence is that the committed staff group are providing a good quality of care for residents. In the past the majority of residents attended the local Adult Resource Centre during the day but in recent years individuals have begun to spend more time within the hostel during the day. This has changed the pattern of demand on the staff group who have demonstrated the flexibility required to focus increasingly on supporting residents during the day. A good quality of liaison between the Unit and the Resource Centre is maintained to ensure that care is co-ordinated for those who still attend the Resource Centre.

The Unit has no residents below age 35. Staff show awareness of early indicators of age related needs arising for residents. There are concerns that upstairs bedrooms and the lack of a lift will cause increasing problems for residents with age related needs. This is likely to become an increasing issue in the future.

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."*

Residents' rooms are fitted with appropriate locks and each has their own key. Residents have a choice of sitting areas and can see visitors in private if they wish.

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"*

Records and Inspector's observations show that staff promote residents' health and well-being in addition to meeting their assessed needs whilst respecting the residents right to dignity at all times.

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

Residents are supported and encouraged to participate in community activities and appear content that they can exercise reasonable choice in leisure and social activities.

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."*

A range of comprehensive risk assessments are carried out to ensure that residents can live a full and active life without unnecessary restrictions in order to realise their full potential. The outstanding repairs to the emergency lighting system must be carried out as a matter of urgency to maintain the residents' safe environment.

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

Residents are involved as far as possible in the care planning and review process. Residents' wishes and preferences are clearly documented and activity programmes take into account the level of ability and interests of residents.

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

Residents receive much support and encouragement in maintaining and developing an active and interesting lifestyle.

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

Residents' cultural and religious beliefs are addressed in Care Plans and Essential Life Style Plans.

4 - Records & Procedures Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Clear Aims & Objectives?	23/8/01	YES	Although Staff and Residents remain uncertain about the long-term future plans for this unit there are now short-term aims and objectives in place, which clearly set out the units' objectives during 2001. These aims and objectives will be reviewed ant the end of the year.
Brochure	23/8/01	No	The minutes of a previous staff meeting show that the design of a new brochure is currently underway and expected to be completed by the end of the year.
Admission/ discharge record	23/8/01	Yes	
Medication	26/3/01	Yes	
Accidents	23/8/01	Yes	Separate documentation for staff and residents which are detailed and well maintained.
Incident/violent incident	26/3/01	Yes	Recorded separately from Accidents
Fire safety and checks	23/8/01	Yes	Records show that all checks are carried out as required. It is noted that three of the emergency lights are not operating. These have been reported on several occasions to the appropriate Section within the Council.
Risk assessments	23/8/01	Yes	A comprehensive risk assessment is included as an integral part of residents care plans.
(moving/ handling)	23/8/01	Yes	Included in the individuals' overall risk assessment.
(COSSH)	23/8/01	Yes	
Restraint (if appliqué)			Not applicable in this setting
Complaints	23/8/01	Yes	
Users financial records	26/3/01	Yes	

Comments:

The Units' management and maintenance of records and procedures continue to be of good quality

Requirements:

1. Development of a Unit brochure is required.
2. Clarification of future plans for the Unit and for all residents is required. The Inspection Unit should be kept informed of any proposed plans.

Recommendations:

Commendations:

The Unit is commended for the comprehensive risk assessments, which are included as an integral part of Individuals' Care Plans and Essential Life Style Plans

5 - Management and Staffing Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Recruitment Practices	26/3/01	Yes	Complies with East Ayrshire Council procedures.
Staff meetings	26/3/01	Yes	
Shift handover	26/3/01	Yes	
Staff supervision	26/3/01	Yes	
Training records	23/8/01	Yes	Individual staff training records are in place.
Training during last year	23/8/01	Yes	Bereavement and loss SVQ 3 Fire Training Challenging Behaviour
Rotas	23/8/01	Yes	Rotas show adequate level of staff on duty over the 24-hour period. It is noted that staffing levels and the rota are presently being reviewed to facilitate an assessment period for a resident being discharged from hospital. This will include reintroducing waking night shift cover.
Contracts of employment	26/3/01	Yes	Complies with East Ayrshire Council procedures
Job descriptions	23/8/01	Yes	Staff members have been issued with job descriptions.
Absence levels/ monitoring	26/3/01	Yes	
Staff Turnover	26/3/01	Yes	
Bank Staffing	23/8/01	Yes	Sessional staff are accessed from a central register and used in the event of short-term staff absence or as additional staffing to meet specific needs of residents. All sessional staff are included in the rota and also have access to training opportunities.

Comments:

Requirements:

Recommendations:

6 - Physical / Environment Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Room sizes	23/8/01	Yes	Bedrooms are personalised with the residents' choice of decor and furnishings.
Double/Single Ratio	23/8/01	Yes	All single rooms
Ambient Temp	23/8/01	Partially	Although acceptable at time of inspection. Staff and residents report that there are still significant problems with the Central Heating system.
Hot Water temp control	23/8/01	Yes	Thermostatic control valves are now fitted.
Hygiene/cleanliness	23/8/01	Yes	All areas appeared clean and hygienic.
Safety of environment	23/8/01	No	As stated in Section 4 the emergency lighting system is not fully operational. In addition the cupboard in the laundry used to store cleaning materials and laundry detergents must be fitted with an appropriate lock. (This item has now been actioned).
Fabric/Décor	23/8/01	Yes	Fabric and decor is to an adequate standard. However, the poor condition of the window frames detracts from the aesthetics of the building.
Building maintenance	23/8/01	Partially unmet.	A large proportion of windows continue to show very significant rotting of frames and sills. In addition to detracting from the aesthetics of the building it can cause the residents and staff some level of discomfort as a result of drafts and is also likely to result in more significant structural problems due to water ingress.
Garden Areas	23/8/01	No	The grassed areas to front and rear remain generally unattractive and underdeveloped. Although grass cutting is carried out by East Ayrshire Council this is not done to an acceptable standard. In addition, pathways around the Unit are unsightly due to excessive weeds, which could pose a potential hazard to residents with mobility difficulties.
Furnishing; Comfort/quality	23/8/01	Yes	The Unit is decorated to an adequate standard and is comfortably furnished. It is noted that residents are involved in choosing room décor and furnishings.
Security of establishment	23/8/01	Yes	No issues identified at this inspection.
Privacy	23/8/01	Yes	All bedrooms are fitted with appropriate locks and residents have their own keys. Residents have a choice of sitting areas and can see their visitors in private if they wish.

Comments:

Requirements:

1. As reported in the previous Inspection Report:

- a. Significant maintenance to window frames (and potentially replacement) is required.

- b. Problems reported with the Central Heating system must be rectified.
- 2 The faulty emergency lighting in the Unit must be repaired as a matter of priority
3. Pathways around the Unit require to be cleared of weeds

Recommendations:

It is recommended that the garden area to the front and rear of the building are developed to provide a more attractive area that residents could enjoy.

7 - Care Standards

Care Planning and Review

	Date Checked	Standard Acceptable?	Findings at current Inspection
Assessment	23/8/01	Yes	
Care Plans	23/8/01	Yes	Residents now have Essential Life Plans in place. A pictorial format has been designed to meet the needs of residents.
Reviews	23/8//01	Yes	Reviews take place at appropriate intervals.
Keyworker/ Named worker	23/8/01	Yes	
Daily notes	23/8/01	Yes	
User involvement - care planning and review	23/8/01	Yes	Records show that residents are very closely involved in the care planning and review process. The Inspector also observed very positive interactions between the residents and staff (including domestic staff) present on the day of the Inspection.
User contracts	26/3/01	No	Staff informed the Inspector that contracts are presently being developed in consultation with The Councils' Legal Section.
Residents information directory	23/8/01	Yes	Although there is no directory as such the notice boards around the Unit include information about local services, amenities and forthcoming events.

Menus and Catering

	Date Checked	Standard Acceptable?	Findings at current Inspection
Menus - choice & quality	26/3/01	Yes	
Environmental Health Report issues	23/8/01	Yes	Last Environmental health Report dated 28/7/99. No recommendations were made.
Catering equipment and practices	23/8//01	Yes	The Kitchen is clean and well organised.

Activity programmes

	Date Checked	Standard Acceptable?	Findings at current Inspection
Displayed Program?		N/a	Not applicable in this form in this setting.
Internal activities	23/8/01	Yes	Resident's Essential Lifestyle Plans show that individuals have access to a broad range of internal and external activities, which take into account the individuals abilities and interests. In addition group activities such as social evenings and outings to places of interest also take place.

External activities	23/8/01	Yes	
Transport arrangements	26/3/01	Yes	The Unit is able to Access East Ayrshire Council transport as long as adequate notice is provided. This requirement for notice can place some restrictions on staff and residents' ability to make spontaneous decisions about group outings particularly if wanting to take advantage of sunny, warm days.

Comments:

Requirements:

Service User Contracts require to be implemented as a matter of priority.

Recommendations:

Commendations:

Staff are commended for continuing to maximise the involvement of residents in the care planning process and in the daily life of the Unit.

8 - Inspectors findings on other views

Users' views

The Inspector spoke to two residents who were at home on the day of the inspection and also received two completed questionnaires from other residents. Positive comments were made about the support from staff and the care they received. They also stated that the Unit was always comfortable, clean and warm. They stated that they are able to make choices about the kind of activities or groups they take part in. Although one resident stated that there was not always enough chances to do things that he/she enjoyed. One resident also stated that there was no lockable drawer or cupboard in his/her bedroom. However, the inspector notes that all bedrooms have appropriate locks fitted and residents can have a key if they wish.

Staff views

Five questionnaires were distributed to staff of which four were returned. Comments were generally positive. All commented that residents' views were listened to and taken into account. It was also felt that staff had enough information about Users' past to enable them to maintain their identity. However, two respondents felt that their complaints were not always listened to, one member of staff did not feel valued and two did not feel they were always kept up to date with what was going on in the

Relatives/Carer Views

Ten questionnaires were sent to cares of which three were returned. Again the comments were generally very positive. However one relative felt that the fabric of the building could be improved and the residents would benefit from having a pleasant garden area for sitting out.

AGENDA