



East Ayrshire
COUNCIL

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT

**DUNSELMA
55 MAIN ROAD, FENWICK
MANAGING ORGANISATION
CHURCH OF SCOTLAND**

17th May 2001

Announced

W.J. Duncan
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East Ayrshire Council
Social Work Department
Council Offices
Lugar
CUMNOCK KA18 3JQ

1 - INSPECTION INFORMATION

Registration Category:	Older People
Registered Capacity:	Residential: 25 All single accommodation no ensembles Day: 6
Number At time of inspection	Residential: 24 Day: 6 1 Respite
Type of inspection	Announced
Inspector(s):	George Stewart and Isobel Dawson
Date of last inspection:	8 th March 2001
For further information on this establishment contact	Miss Agnes Neil, Unit Manager Dunselma Tel 01560 600218

2- Description of establishment, services and facilities.

Dunselma is a large former mansion house sitting on a hill within Fenwick Village with extended views across the countryside. Many of the original features and paintings within the house still exist and these are appreciated by the service users.

Each service user has a single bedroom, there are a number of sitting rooms, a pleasant dining room and spacious halls and corridors. Service users are encouraged to personalise their own rooms by bringing items of furniture, pictures and ornaments. It is understood that the Organisation are reviewing the lack of ensuite accommodation and it is hoped that proposals to upgrade toilet and bathroom facilities will be in hand in the near future.

Dunselma is owned and managed by the Board of Social Responsibility of the Church of Scotland who provide a wide variety of relevant training for all staff together with a wide network of support staff. The unit provides residential care for a maximum of 28 older people on a residential basis and 6 day care users.

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 in Dunselma enjoy the privacy of individual rooms. In addition there is a choice of sitting areas, a private telephone kiosk and a policy of maintaining the privacy of correspondence. One area, which requires urgent improvement is the Units' toilet facilities. The cubicle style design does not afford residents the privacy and dignity they have the right to expect.

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"

Appropriate risk assessments are in place to ensure residents' health and well being are carefully considered. Interventions are carried out in a respectful manner. Observations by inspectors indicate that staff are responsive and respectful of residents needs.

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

On the day of Inspection a number of residents embarked on a barge trip. This is one of a significant number of 'larger activities' that are clearly posted on the notice board. In addition, there are regular less formal activities such as Whist and quizzes. Regular residents meetings ensure that they directly influence the choices that are made available to them

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."

The unit has recently installed a new keypad security system. Residents who are able are encouraged to use the system independently.

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

The evidence noted in (safety and security) and (social and emotional well being) is an accurate reflection of the units' attempts to include residents in decision making. It also evidences the desire to encourage residents to remain as independent as possible.

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

Residents and their relatives have forums where they are encouraged to express their views on a variety of topics. The introduction of a new care plan which places far greater emphasis on the wishes of residents is a strong indication that residents' participation will improve further in the months ahead.

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

There is clear evidence that residents are free to receive pastoral support on a regular basis. There are a number of church services from different sources to compliment the regular visit from the Church of

4 - Records & Procedures Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Clear Aims & Objectives?	17/5/01	Yes	New standard document in place
Brochure	17/5/01	Yes	
Admission/discharge record	17/5/01	No	The necessary information is available but requires to be contained in a hard back format.
Medication	8/3/01	Yes	
Accidents	17/5/01	In part	Audit suggested at inspection 8/3/01.
Incident/violent incident	17/5/01	Yes	Policy & Procedure in place
Fire safety and checks	17/5/01	Yes	Fire Safety training took place on 22/3/01 (22 staff)
Risk assessments	17/5/01	Yes	
(moving/handling)	17/5/01	Yes	
(COSSH)	17/5/01	Yes	
Restraint (if appliqué)	17/5/01	Yes	Restraint policy in place.
Complaints	17/5/01	Yes	The Units' complaints policy is displayed in several areas throughout the Unit.
Users financial records	8/3/01	Yes	

Comments:

The standard of records, policies and procedures is generally high.

Requirements:

The unit is required to introduce an admission discharge record.

Recommendations:

Commendations:

The unit is commended for the high standard of policy and procedure documentation.

5 - Management and Staffing Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Recruitment practices			Not examined.
Staff meetings	8/3/01	Yes	All staff are rostered to attend.
Shift handover	8/3/01	Yes	
Staff supervision	17/5/01	Yes	All staff are supervised every six to eight weeks.
Training records	8/3/01	Yes	
Training during last year	8/3/01		See report of 8/3/01
Rotas	8/3/01	Yes	Indicates sufficient staffing over a 24hr. period.
Contracts of employment	17/5/01	Yes	All staff have a contract of employment.
Job descriptions			Not examined.
Absence levels/ monitoring	8/3/01	Yes	Absence levels are adequately monitored.
Staff Turnover	8/3/01	Yes	There has been no change in personnel since 8/3/01
Bank Staffing	8/3/01	Yes	A named group of bank staff are known to service users.

Comments:

There are a number of forums that help ensure good communication continues to remain a priority at Dunselma.

Requirements:

Recommendations:

6 - Physical / Environment Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Room sizes	17/5/01	Yes	All rooms meet regulation requirements.
Double/Single Ratio	17/5/01	Yes	All single accommodation with the capacity to provide two double.
Ambient Temp	17/5/01	Yes	
Hot Water temp control			Not examined.
Hygiene/cleanliness	17/5/01	Yes	The unit appears clean and hygienic throughout.
Safety of environment	17/5/01	Yes	Progress continues re covering all pipes and radiators.
Fabric/Decor	17/5/01	Yes	The unit has a high standard of fabric & décor outwith the toilet areas.
Building maintenance	17/5/01	Yes	
Garden Areas	17/5/01	Yes	Gardens maintained to a high standard. Summer house available for use.
Furnishing; Comfort/quality	17/5/01	Yes	The unit provides a good standard of furnishings.
Security of establishment	17/5/01	Yes	A new security system has been installed.
Privacy	17/5/01	In part	All single rooms, a number of sitting areas and a telephone kiosk. The toilet areas do not afford the correct level of privacy.

Comments:

The unit is generally maintained to a high physical standard. The toilet areas detract greatly from the overall appeal of the unit.

Requirements:

The unit requires to upgrade the toilet areas as a matter of priority.

Recommendations:

7 - Care Standards

Care Planning and Review

	Date Checked	Standard Acceptable?	Findings at current Inspection
Assessment	8/3/01	Yes	
Care Plans	17/5/01	In part	It has been identified and agreed that current care plans do not provide adequate information to inform a holistic approach to residents care. Inspectors viewed a draft care plan which represents a significant improvement.
Reviews	8/3/01	Yes	Reviews take place within required timescales.
KeyWorker/ Named worker	17/5/01	Yes	
Daily notes	8/3/01	Yes	
User involvement - care planning and review	17/5/01	In part	The draft care plan examined by inspectors clearly places the views of residents at the centre of any planned intervention.
User contracts	17/5/01	Yes	All service users are issued with a detailed contract.
Residents information directory	17/5/01	No	It is anticipated that the new brochure will incorporate the information you may expect to find in a residents' information directory.

Menus and Catering

	Date Checked	Standard Acceptable?	Findings at current Inspection
Menus - choice & quality	17/5/01	Yes	A wide varied and nutritional choice is available to residents.
Environmental Health Report issues	17/5/01	Yes	Inspection took place in March 2000 with no recommendations made.
Catering equipment and practices	17/5/01	Yes	A limited inspection did not identify any issues of concern

Activity programmes

	Date Checked	Standard Acceptable?	Findings at current Inspection
Displayed Program?	17/5/01	Yes	
Internal activities	17/5/01	Yes	There are internal activities programmed three to four times per week.
External activities	17/5/01	Yes	Regular outings take place to a variety of different places of interest. At the time of inspection a group of twelve residents left for a trip on the Fourth and

			Clyde Canal.
Transport arrangements	17/5/01	Yes	

Comments:

Requirements:

Recommendations:

It is recommended that the Unit in conjunction with the managing organisation seek to introduce the new care plan format at the earliest opportunity

8 - Inspectors findings on other views

Userviews

See report of 8.3.01

Staff views

See report of 8.3.01

Relatives/Carer Views

See report of 8.3.01

AGENDA