



East Ayrshire
COUNCIL

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT

**NEWHOUSE
57 GLASTON ROAD
HURLFORD KILMARNOCK
Parkcare Homes (No 2) Ltd**

**Inspection Date(s)
20th April 2001**

Unannounced Inspection

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

INSPECTION INFORMATION

RegistrationCategory:	Adults with Learning Difficulties Some of Whom May Have Additional Physical Disabilities
Registered Capacity:	Residential: 33 Day:
Number At time of inspection	Residential: 33 Day:
Type of inspection	Unannounced
Inspector(s):	Mina Cassidy Isobel Dawson
Date of last inspection:	20 th April 2001
For further information on this establishment contact	Mrs S Adair (Manager) 01563 540621

Description of establishment, services and facilities.

This Inspection took place within a few days of The Units being purchased by Park Care Homes Ltd.

Newhouse is a privately owned residential unit for adults with mild to profound learning and physical disabilities. The original stone built villa with additional purpose built extensions is set on the outskirts of Hurlford within reasonable reach of local amenities.

The house is split into three units: Beech, Elder and Rowan. The unit is comfortable and clean throughout with a good standard of fabric and décor. There is evidence to suggest that residents are actively encouraged to personalise their own rooms. However, the proprietor and manager require to submit a proposed plan for reducing the present high ratio of double to single rooms.

INSPECTOR:
SIGNATURE: _____

Date _____

HEAD OF UNIT:
SIGNATURE: _____

Date _____

Standard of Records & Procedures

	Date Checked	Standard Acceptable?	Findings at current Inspection
Clear Aims & Objectives?	21.3.01	Yes	Examined as part of the registration process for new organisation.
Brochure	20.4.01	Yes	Requires to be up dated to take account of new organisation.
Admission/ discharge record	20.4.01	Yes	
Medication Management	20.4.01	Yes	
Accidents	18.4.01	Yes	
Incident/violent incident	20.4.01	No	Records of violent incidents are included in the Units Accident Record System and not held separately.
Fire safety and checks	20.4.01	Yes	Fire Officer delivered training to staff on 13.2.01
Risk assessments	20.4.01	No	
(moving/ handling)	20.4.01	No	Although staff have undertaken appropriate Moving & Handling Training there are no Moving and Handling Risk Assessments currently in place.
(COSHH)	20.4.01	No	No COSHH Risk Assessments currently in place.
Restraint (if applic)			Not examined
Complaints	18.1.01	Yes	
Users financial records	20.4.01	Yes	New Organisation are currently reviewing the current system.

Comments:

It is anticipated that some systems for record keeping and administration will be reviewed by the new owners

Requirements:

A separate system for recording, monitoring and auditing violent incidents requires to be established.

Generic Risk Assessments, including COSHH and Moving and Handling Risk Assessments are required to comply with Health and Safety Regulations.

Recommendations:

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."*

A commitment has been made by the new owners to reduce the ratio of double to single bedrooms. All bedroom doors are fitted with appropriate locks. Residents can entertain their visitors in private and can make and receive telephone calls in private.

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"*

Residents' care plans identify individuals' needs including the promotion of health and well being. Inspectors observed that staff meet the needs of residents in a way that respects the dignity of individuals.

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

Residents have the opportunity to participate in internal and external activities. Staff encourage residents to maintain and develop relationships both within and outwith the Unit.

3. 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."*

Regular fire safety checks and drills take place at the required intervals. Maintenance agreements are in place for fire safety equipment and mechanical lifting equipment. However, the Unit requires to develop generic, moving and handling and COSHH risk assessments

4. 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 encouraged to achieve and maintain their independence and to make choices, which are compatible with their wishes and abilities.

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

Residents have the opportunity to participate in a range of external and internal activities. They are also encouraged to maintain and develop relationships and interests.

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

Individual care plans acknowledge and address cultural needs.

Management and Staffing Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Recruitment practices	21.3.01	Yes	Examined as part of the registration process for new organisation.
Staff meetings	18.1.01	Yes	
Shift handover	18.1.01	Yes	
Staff supervision	20.4.01	Yes	Three monthly planned supervision and annual appraisals
Training records	20.4.01	Yes	Individual staff training records in place
Training Provided in the Past Year	20.4.01	Partially	Behaviour Management Strategies (provided by Senior Psychologist)
Rotas	20.4.01	Yes	
Contracts of employment	21.3.01	Yes	Staff have yet to be issued the new contracts examined as part of the registration process.
Job descriptions	21.3.01	Yes	Examined as part of the registration process for new organisation.
Absence levels/ monitoring	20.4.01	Yes	
Staff Turnover	20.4.01	Yes	One recent dismissal and an ongoing disciplinary which is being dealt with appropriately.
Bank Staffing	20.4.01	Yes	

Comments:

It is anticipated that some systems for record keeping and administration will be reviewed by the new owners

Requirements:

A planned programme of training should be developed which offers staff the opportunity to develop their skills and knowledge in a range of areas which would enhance the quality of care delivered to residents

Recommendations:

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Physical / Environment Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Room sizes	20.4.01	Yes	
Double/Single Ratio	20.4.01	Yes	The present ratio of double to single rooms is above the recommended 8 single to 1 double ratio. This has been discussed with the new owners who have made a commitment to reduce this ratio within a previously agreed timescale.
Ambient Temp	20.4.01	Yes	
Hot Water temp control	24.8.01	Yes	
Hygiene/cleanliness	20.4.01	Yes	
Safety of environment	20.4.01	Yes	
Fabric/Decor	20.4.01	Yes	The fabric and décor of some communal areas and some bedrooms require to be upgraded.
Building maintenance	20.4.01	Yes	
Garden Areas	20.4.01	Yes	
Furnishing; Comfort/quality	20.4.01	Yes	Although the standard and comfort of furnishing is generally acceptable some items of furnishing should be up graded.
Security of establishment	20.4.01	Yes	
Privacy	20.4.01	Yes	Bedroom doors are fitted with appropriate locks. There is a choice of sitting areas available. Residents' right to privacy is respected by staff at all times

Comments:

Requirements:

It is required that the present ratio of double to single rooms, which is above the recommended 8 single to 1 double ratio, be reduced within the previously agreed timescale.

Recommendations:

Care Standards

Care Planning and Review

	Date Checked	Standard Acceptable?	Findings at current Inspection
Assessment	20.4.01	Yes	.
Care Plans	20.4.01	Yes	
Reviews	20.4.01	Yes	Reviews take place at appropriate intervals
KeyWorker/ Named worker	18.1..01	Yes	
Daily notes	18.1.01	Yes	
User involvement - care planning and review	18.1.01	Yes	
User contracts			Not examined
Residents information directory			Not examined

Menus and Catering

	Date Checked	Standard Acceptable?	Findings at current Inspection
Menus - choice & quality	18.1.01	Yes	
Environmental Health Report issues	21.3..01	Yes	Examined as part of the registration process of new Organisation
Catering equipment and practices			Not examined

Activity programmes

	Date Checked	Standard Acceptable?	Findings at current Inspection
Displayed Program?			Not examined
Internal activities	20.4.01	Yes	
External activities	20.4.01	Yes	Some external outings are arranged throughout the year including visits to the Theatre and outings to places of interest.

Transport arrangements	20.4.01	Yes	
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Comments:

It is anticipated that the new owners will review the present care planning and review process .

Requirements:

Recommendations:

Inspectors findings on other views

User/Carer views

The Inspector spoke to a number of residents. They spoke enthusiastically about recent outings and events in the Unit. They expressed satisfaction with the quality of care received and the overall comfort of the Unit and the standard of food.

Two of the residents spoke specifically about the recent change of ownership of the Unit and commented positively about the information they had received from the new organisation.

Staff views

The Inspector spoke to some staff on duty who commented positively about the recent change of ownership of the Unit. Staff stated that although they were initially very apprehensive, the information received, to date, had been positive and encouraging. Staff and Managers informed inspectors that a formal meeting with their new employers had been arranged for the following week.

AGENDA

