

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT

THE ELMS

MANAGING ORGANISATION: THORNTOUN ESTATE

Inspection Date 28 APRIL 2001

Type of Inspection

UNANNOUNCED WEEKEND

**W.J. Duncan
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INSPECTION INFORMATION

Registration Category:	Respite care for adults with learning disabilities
Registered Capacity:	Residential: 8 Day: 0
Number At time of inspection	Residential: 4 + 2 admissions during Inspection
Type of inspection	Unannounced, weekend
Inspector(s):	Mrs Isobel M Dawson
Date of last inspection:	31 October 2000
For further information on this establishment contact	Mr Alexander Gibson Tel: 01563 550074

Description of establishment, services and facilities.

The Elms is a purpose built unit situated in the 26 acre Thorntoun Estate that sits midway between Crosshouse and Springside and is on the main bus route between Kilmarnock and Irvine. In addition to this building, in the grounds are five privately owned houses and a Nursing/Residential Home. None of the other accommodation impinge on the privacy of the Elms.

The bungalow type building is purpose built and offers full wheelchair access, assisted bathrooms and showers and other appropriate aids. All bedrooms have satellite television, en-suite facilities and good quality furnishings and decor. One bedroom is equipped with a tracking hoist accessing the specialised en-suite.

INSPECTOR:
SIGNATURE: _____

Date _____

HEAD OF UNIT:
SIGNATURE: _____

Date _____

QUALITY OF LIFE SUMMARY

In this section the inspectors set out their findings 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 view as to whether the standard has been met.

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."*

Service users and their carers are aware of the personal documentation held and who has access to this. Care plans and records acknowledge users rights to privacy, all personal care is undertaken in private. All bedrooms, bathrooms and toilets have appropriate locks and each user has a single bedroom with ensuite facilities.

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"*

Unit documentation indicates the belief that each service user has intrinsic value regardless of their abilities, circumstances or background. Users are addressed in a respectful manner and staff are sensitive to their needs, feelings and wishes.

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

Information regarding users choices, interests and skills are known prior to admission and these help inform the care plan which includes a planned programme of social and leisure 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."*

External security is in place through cameras, lighting and sound alerts when any outside door is opened. Service users have freedom of movement within the unit and the area surrounding the house is accessible to them.

The unit provides a safe and secure environment with appropriate call systems in place.

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 individuality and independence of service users is promoted through their care plans. Each person is encouraged to exercise meaningful control over aspects of their daily living that is within their capabilities.

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

Users are supported and encouraged to participate in activities both within and outwith the unit. Users preferences are known and new interests are encouraged.

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

Pre-admission information, care plans and personal records give users the opportunity to express their particular religious, racial and cultural beliefs. Staff acknowledge and support users to fulfil their religious

and cultural requirements.

Standard of Records & Procedures

	Date Checked	Standard Acceptable?	Findings at current Inspection
Clear Aims & Objectives?	October 98	yes	In place at time of Registration
Brochure	2.5.01		
Admission/ discharge record	29.4.01	yes	
Medication	29.4.01	yes	The system for the receipt, management and return of medication is very good. The carer completes the medication record prior to admission and confirms receipt of returned medication. All documentation is appropriately signed.
Accidents	29.4.01	yes	
Incident/violent incident	29.4.01	yes	
Fire safety and checks	29.4.01	yes	
Risk assessments	29.4.01	in part	more detailed risk assessments should be in place
(moving/ handling)	29.4.01	No	Individual moving & handling assessments should be in place and all staff trained in moving & handling.
(COSSH)	29.4.01	in part	It is understood that COSSH assessments have been completed but are not held in the unit.
Restraint (if applicable)	N/A		
Complaints	31.10.00	yes	The Unit actively seek the views of the carer and users at the end of each period of respite.
Users financial records	31.10.00	yes	Individual spending records are maintained. Wherever possible service users manage their own money. There is clear documentation for monies held and users sign for all transactions.

Comments:

Requirements:

1. Moving & Handling are required for all service users. All staff should be trained in moving & handling techniques.
2. A copy of COSSH assessments should be easily accessible to staff

Recommendations:

Commendations:

Management and Staffing Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Recruitment practices	29.4.01	yes	
Staff meetings	29.4.01	partially	Staff meetings should be planned in advance and held at regular intervals.
Shift handover	29.4.01	yes	
Staff supervision	29.4.01	yes	Following their induction programme of 2-4 weeks, new staff are formally supervised for a period. Thereafter a formal appraisal system is in place for all staff.
Training records	29.4.01	yes	
Training during past year	29.4.01	yes	Introduction to BSL 1: Intermediate BSL 2: Level 1 BSL 1: SVQ 2 (1); Fire safety 5: administration of rectal diazepam 5: Food Hygiene -5:Elementary food hygiene - 2: Health & safety -2.
Rotas	28.4.01	yes	
Contracts of employment	28.4.01	yes	However, it is noted that two members of staff have not yet received their contracts of employment.
Job descriptions	Oct 98	yes	
Absence levels/ monitoring	31.10.00	yes	
Staff Turnover	29.4.01	yes	Since the last Inspection two members of staff have left. In addition the Manager and one other long-term member of staff are due to leave. This is considered to be a high proportion of staff within a small staff group, however, it is recognised that this is unusual situation within the unit.
Bank Staffing	29.4.01	yes	No bank staff are used as permanent staff covers for absences.

Comments:

A new day to day manager has recently been appointed to replace the present incumbent who was due to leave shortly after this inspection.

Requirements:

Recommendations:

Formal staff meetings should be planned in advance and held at regular intervals.

Commendations:

Physical / Environment Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
Room sizes	31.10.00	yes	
Double/Single Ratio	31.10.00	yes	All rooms are single with ensuite facilities
Ambient Temp	28.4.01	yes	The unit is comfortable throughout.
Hot Water temp control	31.10.00	yes	Hot water systems meets all safety requirements.
Hygiene/cleanliness	28.4.01	yes	There is a high standard of freshness and cleanliness throughout the unit.
Safety of environment	29.4.01	yes	The building design, furnishings, non-slip floors and low pile carpets, suitable showers and baths, heating systems, sitting height electrical sockets and external areas layout provide an safe environment,
Fabric/Decor	29.4.01	yes	The unit is furnished and decorated to a very high standard throughout.
Building maintenance	29.4.01	yes	No outstanding maintenance issues noted.
Garden Areas	29.4.01	yes	The garden and patio area are well laid out with grass, flowers and safe access
Furnishing; Comfort/quality	29.4.01	yes	All service users have single, lockable rooms with en suite facilities. There is good quality furnishings , sitting height electrical sockets, satellite TV, safe and comfortable heating
Security of establishment	29.4.01	yes	External security cameras are in place, staff are alerted when the front door opens, this door is locked at night. There is a suitable call system throughout the building and a direct telephone line to another establishment in the same estate.
Privacy	29.4.01	yes	All service users have their own rooms which they can lock. Staff acknowledge users rights to privacy within the care plans. The bungalow is situated in an estate where there are five privately owned houses and another large residential establishment. The unit is on a no-through road within the estate therefore no traffic drives past the building. None of the other units impinge on the outlook or privacy of the Elms.

Comments:

Requirements:

Recommendations:

Commendations:

Care Standards

Care Planning and Review

	Date Checked	Standard Acceptable?	Findings at current Inspection
Assessment	29.4.01	yes	
Care Plans	29.4.01	yes	
Reviews	29.4.01	yes	
KeyWorker/ Named worker	29.4.01	yes	
Daily notes	29.4.01	yes	
User involvement - care planning and review	29.4.01	yes	
User contracts	29.4.01	yes	
Residents information directory	29.4.01	yes	

Menus and Catering

	Date Checked	Standard Acceptable?	Findings at current Inspection
Menus - choice & quality	29.4.01	yes	
Environmental Health Report issues	29.4.01	yes	
Catering equipment and practices	29.4.01	yes	

Activity programmes

	Date Checked	Standard Acceptable?	Findings at current Inspection
Displayed Program?	29.4.01	yes	
Internal activities	29.4.01	yes	
External activities	29.4.01	yes	
Transport arrangements	29.4.01	yes	

Comments:**Requirements:****Recommendations:**

Commendations:

Inspectors findings on other views

User/Carer views

Three service users were seen during the Inspection and five others completed confidential questionnaires with the help of their key workers.

Service users from North & East Ayrshire stated that they could choose to maintain their attendance at their Day Centre during their period of respite. All said they had a choice of activities and could decide whether or not they wanted to join in. A choice of menu was available, they got plenty of chances to do what they enjoyed and the unit was always warm and comfortable.

Staff views

Two staff were seen during the Inspection and five confidential questionnaires were completed by staff.

All stated that sufficient information was available to them prior to service users admission and that time was put aside to welcome them and settle them into the unit. Staff had adequate time to spend individual time with service users and they considered there was enough stimulation and interests throughout the waking day. All stated that the service users daily routine was individualised.

Only a recently appointed member of staff did not have a contract of employment.

All staff found their work satisfying but there were indications that their wages did not reflect their commitment and responsibilities.

Relatives/Carer Views

Two carers were seen during the Inspection and two others completed confidential questionnaires. Each found the unit to be comfortable, fresh and cleaned to a high standard. They particularly liked how staff tried to maintain the normal daily routine of service users where this was appropriate and the opportunities for users to interact with others, to make new friends and visit new surroundings. Also the period of respite gave the long-term carer an opportunity to relax.

Staff were reported to keep carers up-to-date through meetings, written reports and telephone calls. One carer suggested it would be useful if they could provide a Kirkton chair as having to provide suitable transport for moving a chair from home to the unit created difficulties, as a result of which the period of respite could be shortened. Managers pointed out that Kirkton chairs are individually made and that the unit provides transport for the chair as a matter of goodwill rather than under any contractual obligation. Management of the unit insist that this has not resulted in any shortening of the respite period. Managers may wish to clarify the position further with this carer. Another comment was made that all bedrooms do not have televisions.

It is the Inspectors understanding that at the time of Registration all bedrooms had televisions, a television is only removed for one service user, through agreement with the carer, due to concerns about the effects of TV on the persons sleep pattern.

AGENDA