



East Ayrshire
COUNCIL

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

THE FLUSH

**Date of Inspection:
13th February 2001**

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

INSPECTION INFORMATION

NAME OF ESTABLISHMENT:	The Flush
LOCATION OF ESTABLISHMENT:	Old Glasgow Road Stewarton
MANAGING ORGANISATION:	Miss Mary McDougall
CATEGORY (as per Registration):	Adults with Learning Disabilities
MAXIMUM NUMBER OF RESIDENTS TO BE ACCOMMODATED (as per Registration):	8
NUMBER RESIDENTS/ATTENDING AT TIME OF VISIT:	8
NATURE OF INSPECTION	Short, Focused, Unannounced
INSPECTOR(S) PARTICIPATING:	Mina Cassidy Isobel Dawson
DATE(S) OF INSPECTION:	13 th February 2001
DATE OF LAST INSPECTION REPORT:	5 th September 2000
FOR FURTHER INFORMATION ON THIS ESTABLISHMENT CONTACT	Mrs M McVicar 01560 482497

QUALITY OF RECORDS

1. Sampled Case Files

(a) Recommendations in last report

The management of case files should be reviewed.

(b) Findings at this Inspection - Progress

Residents' now have a general file and an assessment file. The outdated information, which has been previously held in residents' general files, has been archived appropriately. The reorganised files now contain more up to date and relevant information that is easily accessible. Assessment files are well laid out and include a broad range of information which details the residents likes/dislikes, strengths and weaknesses in addition to social background information, health information and family contacts.

Additional Inspectors observations at this Inspection

2. Sampled Financial Records

(a) Recommendations in last report

The Manager was commended for the introduction of a comprehensive system of recording resident's finances.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Not examined as part of this short focused inspection

3. Other records including specific comment on Fire Safety records and Medication records

(a) Recommendations in last report

It is recommended that the suggestions/complaints policy is made more accessible to residents. It is also recommended that the policy is printed in clear text and relevant telephone numbers are included.

(b) Findings at this Inspection - Progress

The complaints' policy is now more accessible to residents and contains the relevant contact telephone numbers. However, it is noted that the method presently being used to register complaints does not afford the complainant an adequate level of confidentiality.

It is recommended that the complaints' procedure should be reviewed in order to provide an appropriate level of confidentiality. In addition, complaints should be dated and a record held of how complaints were dealt with and the resulting outcomes.

(c) Additional Inspectors observations at this Inspection

QUALITY OF MANAGEMENT AND STAFFING

1. Communication systems within the staff group

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

The staff communication book was examined and this includes shift requests and a means of passing important information and messages to staff. Care should be taken to ensure that the communication book is used to direct staff to the appropriate file and does not record residents' personal information.

2. Staffing Levels

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Not examined as part of this short focused inspection

3. Staff Training and Qualifications

(a) Recommendations in last report

It is recommended that a planned programme of training 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.

(b) Findings at this Inspection – Progress

The Manager provides ongoing supervision and guidance to support staff to address issues relating to individual residents. Although the Manager has made enquiries regarding relevant formal training from local colleges further work is still required to ensure that staff are offered the opportunity to develop their skills and knowledge in a range of areas which would enhance the quality of care delivered to residents. In particular, staff should be encouraged to participate in training opportunities leading to a recognised formal qualification particularly with the proposed plans for a new Regulatory body (Scottish Social Services Council) and the introduction of a minimum qualification level for all care staff.

It is recommended that the Units' training programme continues to be developed and staff are also encouraged to participate in training which will achieve a formal recognised qualification in care.

(c) Additional Inspectors observations at this Inspection

QUALITY OF PHYSICAL ENVIRONMENT

1. Compliance with space standards

(a) Recommendations in last report

It is recommended that additional comfortable seating is made available to residents in the main sitting room/dining room area.

(b) Findings at this Inspection - Progress

Additional comfortable seating is now available in the resident's main sitting room/dining room area.

(c) Additional Inspectors observations at this Inspection

2. Heating levels (including water temperature control)

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Not examined as part of this inspection. However the areas seen appeared warm and comfortable.

3. Hygiene and cleanliness

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Although not examined in any detail as part of this inspection, the Unit appears to be clean and fresh throughout.

4. Safety of the environment

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Not examined as part of this short focused inspection.

5. Fabric and decor standards

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

The Unit remains decorated and furnished to a good standard.

6. Standards of building maintenance

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Not examined as part of this short focused inspection.

QUALITY OF CARE ARRANGEMENTS

1. Care System: Methods for Individual Care Planning and Review

(a) Recommendations in last report

The manager and staff are commended for the quality of care planning and the involvement of residents in the care planning process.

(b) Findings at this Inspection - Progress

Care plans continue to be developed ensuring the participation of staff and residents. Although it is recognised that daily reports may not be required for all residents,

it is suggested that individual weekly summarised reports would be a useful tool in informing the ongoing care planning and review process.

Records show that reviews take place at appropriate intervals

It is recommended that wherever possible residents should be encouraged to sign their review minutes and staff should ensure that the minutes are signed and dated.

(c) Additional Inspectors observations at this Inspection

The Manager informed inspectors that plans are under way to move two of the most independent residents into an adjoining flat at the Flush. A member of staff from East Ayrshire Council's Social Work has assessed these residents

2. Quality of Menus and Catering arrangements

- (a) **Recommendations in last report**
None
- (b) **Findings at this Inspection - Progress**
- (c) **Additional Inspectors observations at this Inspection**
Not examined as part of this short focused inspection.

3. Quality of activity programmes

- (a) **Recommendations in last report**
None
- (b) **Findings at this Inspection - Progress**
- (c) **Additional Inspectors observations at this Inspection**
Although not examined as part of this short focused inspection, the residents informed the Inspectors of the planned activities for that day and also spoke enthusiastically about previous outings and activities and also those planned for the future.

INSPECTORS FINDINGS ON OTHER VIEWS

1. Staff views expressed

- (a) **Recommendations in last report**
None
- (b) **Findings at this Inspection - Progress**
- (c) **Additional Inspectors observations at this Inspection**
Five questionnaires were distributed to staff only one of which was returned. The member of staff felt valued and was kept up to date with what was going on in the Unit and also felt that both staff and service users views and opinions were listened to.

3. User/Carer views

- (a) **Recommendations in last report**
None
- (c) **Findings at this Inspection – Progress**
- (c) **Additional Inspectors observations at this Inspection**

The inspectors spent some time with the residents. They were all in their usual good spirits and were keen to keep the inspectors informed of ongoing issues

and events in their lives.

EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT

SUMMARY INSPECTION REPORT

The Flush

13th February 2001

Summary of Inspection

The Flush is a privately run residential unit providing care for 8 women with varying degrees of learning disability, who had a history of long term hospital care. The residents have been living in the Flush for a considerable time, (the last admission was 1991) and act very much as part of a large family group. The detached villa is set in very pleasant surroundings offering a good standard of accommodation with close proximity to the village of Stewarton.

This inspection focused on the areas where recommendations had been made in the previous inspection report.

The inspectors found that progress had been made in all areas where recommendations had been previously made. The information contained in residents' general file is now more easily accessible with relevant and up to date information. The Unit's complaints' procedure is more accessible to residents and visitors however, the procedure requires some additional refinement to ensure that complaints are recorded and logged appropriately.

The Units' training programme requires to continue to be developed to ensure that staff are offered the opportunity to develop their skills and knowledge in a range of area which would enhance the quality of care delivered to residents. In particular, staff should be encouraged to participate in training opportunities a recognised formal qualification.

The Inspectors spoke to all the residents on the day of the inspection. They were all in their usual good spirits and spoke enthusiastically about past and future planned events and outings, which demonstrated their continued close links with the local community.

Previous recommendations carried forward:

None

Further recommendations

1. It is recommended that the complaints' procedure should be reviewed in order to provide an appropriate level of confidentiality. In addition, complaints should be dated and a record held of how complaints were dealt with and the resulting outcomes.
2. It is recommended that the Units' training programme continues to be developed and staff are also encouraged to participate in training which will achieve a formal recognised qualification in care.
3. It is recommended that wherever possible residents should be encouraged to sign their review minutes and staff should ensure that the minutes are signed and dated.

LEAD INSPECTOR: Mina Cassidy

SIGNATURE: _____ **Date**

COUNTERSIGNED BY HEAD OF UNIT: W J Duncan

SIGNATURE: _____ **Date** _____

AGENDA