



**East Ayrshire**  
COUNCIL

**SOCIAL WORK INSPECTION UNIT**

**INSPECTION REPORT**

**THE FLUSH  
OLD GLASGOW ROAD  
STEWARTOUN**

**PROPRIETOR  
MRS MARY McDOUGALL**

**8<sup>th</sup> May 2001**

**Announced Inspection**

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

## 1 - INSPECTION INFORMATION

<b>Registration Category:</b>	Adults with Learning Disabilities
<b>Registered Capacity:</b>	Residential: 8 Day: Nil
<b>Number At time of inspection</b>	Residential: 8 Day: Nil
<b>Type of inspection</b>	Announced
<b>Inspector(s):</b>	Mina Cassidy Isobel Dawson
<b>Date of last inspection:</b>	13.2.01
<b>For further information on this establishment contact</b>	Mrs M Mc Vicar 01560 482497

## 2- Description of establishment, services and facilities.

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 with well laid out and attractive gardens which many of the residents enjoy taking an active part in maintaining to there present high standard.

The Unit has its own mini bus which is frequently utilised to provide residents with the opportunity to participate in a wide range of external activities.

**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."**

All bedrooms are fitted with appropriate locks and each resident has their own key. Residents are able to make and receive telephone calls in private. Staff members ensure that the residents right to privacy and confidentiality is maintained at all times. Records are securely stored and only accessed by authorised personnel.

**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"**

The content of residents care plans and the observations made by inspectors confirm that individuals' health and well being is promoted and their assessed needs met without risk to their dignity.

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

Records show that individuals are given the opportunity to pursue social and leisure activities of their choice. This is confirmed in conversation with residents who enjoy informing inspectors of recent events and outings to places of interest, including future plans for short holiday breaks.

**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 number security measures are taken to ensure that residents live in a safe and secure home. However, this can be improved with the introduction of individual risk assessments, which should be included as an integral part of individuals care plans. It is also necessary to carry out and appropriately record COSHH risk assessments. The Recommendations made in the Fire Safety Report of 21.8.01 should also be carried out.

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

Care plans and records of formal reviews confirm that residents' are encouraged to achieve a level of independence and choice compatible with their wishes and abilities.

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

Residents are able to pursue their own interests and hobbies out with the home.

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

Individuals cultural needs are addressed in care plans.

## 4 - Records & Procedures Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
<b>Clear Aims &amp; Objectives?</b>	8.5.01	Yes	Aims and Objectives are included in the Units' Brochure.
<b>Brochure</b>	8.5.01	Yes	
<b>Admission/ discharge record</b>	8.5.01	Yes	Admission details are recorded in individuals residents' files
<b>Medication</b>	8.5.01	In part	Medication is stored appropriately. However, it is noted that one residents' medication administration record had not been completed for the previous day.
<b>Accidents</b>	8.5.01	Yes	
<b>Incident/violent incident</b>	8.5.01	Yes	Appropriate records of violent incidents are held in individual residents' files. These incidents are very infrequent and, to date, have not involved violence against staff.
<b>Fire safety and checks</b>	8.5.01	Yes	An Inspection was carried out by the Fire safety Officer on 21.8.00 and a number of recommendations were made.
<b>Risk assessments</b>	8.5.01	No	There are no individual risk assessments included in residents' files.
<b>(moving/ handling)</b>	8.5.01	N/A	All residents are fully ambulant
<b>(COSHH)</b>	8.5.01	In Part	Hazardous substances are stored appropriately. However, there are no COSHH risk assessments in place.
<b>Restraint (if appliqué)</b>		N/A	
<b>Complaints</b>	8.5.01	Yes	Complaints procedure is designed in such a way that allows complaints to be made confidentially.
<b>Users financial records</b>	8.5.01	Yes	Residents financial records are managed to a high standard.

### Comments:

The Manager has received estimates for the up-grade of fire doors recommended in the Fire Safety Report of 21.8.01.

### Requirements:

Residents' Medication Records must be up to date and completed in full.  
COSHH risk assessments should be carried out and appropriate records maintain

### Recommendations:

1. The Manager should indicate in the Action Plan the expected completion date of all recommendations in the Fire safety Report of 21.8.01.
2. It is recommended that an assessment of risk should be included as integral part of individual care plans.

**Commendations:** Management are commended for the clear and concise layout of residents financial records.

## 5 - Management and Staffing Standards

	<b>Date Checked</b>	<b>Standard Acceptable?</b>	<b>Findings at current Inspection</b>
<b>Recruitment practices</b>	8.5.01	Yes	
<b>Staff meetings</b>	8.5.01	Yes	
<b>Shift handover</b>	8.5.01	Yes	Verbal shift hand overs take place in addition to a number of other communication systems which ensures that the residents changing needs are recognised and met.
<b>Staff supervision</b>	8.5.01	No	Following discussions with the Unit Manager it was agreed that a planned programme of staff supervision would be introduced
<b>Training records</b>	8.5.01	Yes	Training records are held in individual staff employment files.
<b>Training during last year</b>	8.5.01	No	Induction and Food Handling. The Unit Manager has commissioned an independent Training Consultant to carryout a training needs analysis taking into account the residents' and staff needs. The proposed training programme should be forwarded to the Inspection Unit
<b>Rotas</b>	8.5.01	Yes	Contracts of employment have been up dated to include reference to the European Working Directive
Contracts of employment	8.5.01	Yes	
<b>Job descriptions</b>	8.5.01	No	There are no up-to-date job descriptions currently in place.
<b>Absence levels/ monitoring</b>	8.5.01	Yes	
<b>Staff Turnover</b>	8.5.01	Yes	Staff turn over is traditionally very low. However, a recent temporary appointment has been made to cover a permanent member of staff's long-term absence.
<b>Bank Staffing</b>	8.5.01	Yes	The Unit has a small number of long-standing sessional staff who are asked to work occasionally to cover holidays and other absence. The Unit does not use Agencies to provide Bank staff.

**Comments:**

**Requirements:** Once available, the proposed training programme should be forwarded to the Inspection Unit.

**Recommendations:**

## 6 - Physical / Environment Standards

	Date Checked	Standard Acceptable?	Findings at current Inspection
<b>Room sizes</b>	8.5.01	Yes	The rooms seen by Inspectors on the day of the Inspection appeared to comply with required space standards. However, not all rooms were seen or measurements taken.
<b>Double/Single Ratio</b>	8.5.01	No	The present 3 double room to 2 single rooms is above the recommended standard of 20% of double to single accommodation. The Manager informed Inspectors that there are plans to register additional accommodation within the Unit which will reduce the present double to single room ratio
<b>Ambient Temp</b>	8.5.01	Yes	
<b>Hot Water temp control</b>	8.5.01	Yes	
<b>Hygiene/cleanliness</b>	8.5.01	Yes	The Unit has a high standard of hygiene and cleanliness throughout
<b>Safety of environment</b>	8.5.01	Yes	Outstanding recommendations made in the Fire Safety Inspection of 21.8.00
<b>Fabric/Decor</b>	8.5.01	Yes	The standard of fabric and décor is acceptable.
<b>Building maintenance</b>	8.5.01	Yes	
<b>Garden Areas</b>	8.5.01	Yes	The Unit has well laid out attractive gardens which some of the residents take an active part in maintaining. Some residents take a particular interest in propagating plants in the greenhouse and growing a variety of vegetables and flowers.
<b>Furnishing; Comfort/quality</b>	8.5.01	Yes	Furnishings are of an adequate standard and comfort.
<b>Security of establishment</b>	8.5.01	Yes	
<b>Privacy</b>	8.5.01	Yes	All bedroom doors are fitted with appropriate locks and keys are provided for residents.

**Comments:**

**Requirements:**

**Recommendations:**

## 7 - Care Standards

### Care Planning and Review

	Date Checked	Standard Acceptable?	Findings at current Inspection
Assessment	8.5.01	Yes	
Care Plans	8.5.01	Yes	The Unit are continuing to make improvements to the standard of care plans.
Reviews	8.5.01	Yes	
KeyWorker/ Named worker	8.5.01	Yes	
Daily notes	8.5.01	Yes	
User involvement - care planning and review	8.5.01	Yes	In addition to residents signing their care plans, they now sign and approve the minutes of formal reviews
User contracts	8.5.01	Yes	
Residents information directory		N/A	The Residents have a wide knowledge of local services and amenities.

### Menus and Catering

	Date Checked	Standard Acceptable?	Findings at current Inspection
Menus - choice & quality	8.5.01	Yes	Menus appear nutritional and well balanced and take account of residents' likes and dislikes.
Environmental Health Report issues	8.5.01	Yes	Report of August 2000. No recommendations made.
Catering equipment and practices	8.5.01	Yes	

### Activity programmes

	Date Checked	Standard Acceptable?	Findings at current Inspection
Displayed Program?	8.5.01	Yes	There is no displayed programme of activities. Decisions regarding activities and outings are made on a daily basis taking into account the wishes of residents and the weather.
Internal activities	8.5.01	Yes	Residents are able to pursue their own hobbies and interests with the support of staff when required.
External activities	8.5.01	Yes	Residents take part in external activities most days.
Transport arrangements	8.5.01	Yes	The Unit has the its own Mini Bus in addition to using the Managers' car and local taxis when required.

**Comments:**

**Requirements:**

**Recommendations:**

## **8 - Inspectors findings on other views**

### **User/Carer views**

The Inspectors spent some time with the residents who were in their usual cheerful and bright spirits. They told inspectors of recent happenings in their lives and the recent outings they had enjoyed. They also spoke about plans for future holidays and short breaks. The Inspectors were also invited to join residents, staff, friends and family to a 'Scottish' social evening planned for later in the month, which will include music provided by a local ceilidh band.

**AGENDA**

