

Inspection report

Chamberlain House Nursing Home Care Home Service

7/9 Chamberlain Road
Edinburgh EH10 4DJ

Inspected by: Katie Wood
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 4 December 2007

Service Number

CS2003010621

Service name

Chamberlain House Nursing Home

Service address7/9 Chamberlain Road
Edinburgh EH10 4DJ**Provider Number**

SP2003002448

Provider Name

Elder Homes Limited

Inspected ByKatie Wood
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

4 December 2007

Period since last inspection

5 Months

Local Office AddressStuart House
Eskmills
Musselburgh
EH21 7PB
Telephone: 0845 600 8335

Introduction

Chamberlain House is a care home facility registered to provide 24 hour care for up to 32 older people. The service is provided in a converted and refurbished house in a residential area in the south of the city, close to main bus routes. The house is situated in its own grounds, with garden areas to front and rear, and a small parking area at the front. On street parking is also available. Accommodation is provided on two floors, with stairs and a lift giving access to the upper level. The Home is currently being extended at the rear of the building to provide more extensive dining space.

The service was first registered with the Care Commission in April 2002.

The Home's philosophy of care states that they "consider clients and their families to be our priority in terms of care and support" and that the Home aims to "offer all residents the right to participate fully, should they so wish, in decisions about arrangements for daily living".

Basis of Report

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Evaluation Form

This was not applicable at this inspection.

Views of service users

No service users were interviewed during this inspection.

Regulation Support Assessment

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was then based upon the follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity.

During the inspection process

Staff at inspection

This inspection was carried out by Care Commission Officer, Katie Wood, referred to in the report as "the Officer"

Evidence

During the inspection, the Officer met with:

the nurse in charge;

5 staff members;

and also discussed some aspects of the inspection by telephone with the Manager, who was on annual leave at the time of the inspection visit.

Inspection Focus Areas and associated National Care Standards for 2007/08

The inspection focus areas for 2007/2008 were considered at the last inspection. The issues raised as requirements and recommendations at the last inspection related to the Inspection Focus Area of Protecting People, and have been reported under the National Care Standards Care Homes for Older People Standard 5 - Management and Staffing.

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements in last Inspection Report

There were 3 requirements made at the last inspection and an action plan was received from the service detailing how these requirements were to be met. The outcome of action taken is discussed in the body of this report.

Comments on Self-Evaluation

Not applicable at this inspection

View of Service Users

There were no service users spoken with at this inspection visit.

View of Carers

No friends or relatives participated at this inspection.

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

National Care Standard Number 5: Care Homes for Older People - Management and Staffing Arrangements

Strengths

Only those areas relevant to the previous requirements and recommendations were considered at this inspection.

The Home had a recruitment policy in place which gave guidance to staff on recruitment practices.

The Manager was able to give an assurance that any new member of staff who was employed before a Disclosure Scotland check had been returned would be supervised at all times within the Home. Disclosure Scotland checks were completed as quickly as possible once an offer of employment had been made.

All staff in the Home had received recent training in moving and handling theory and practice.

Out of 24 care assistants, 4 had achieved Scottish Vocational Qualification (SVQ) at level 3, and two staff members had completed the SVQ Assessors course.

All members of the care staff had attended a one day course provided by the Scottish Social Services Council (SSSC) on the role of the SSSC, the need for care workers to register in the near future, and the qualifications required to enable care workers to register.

Staff spoken with during the inspection said that staff meetings were held on a regular basis, and that information about changes to policy or practice was shared at those meetings.

Annual staff appraisals were held, and staff reported that training needs were discussed as part of this process.

There was a child protection policy available to staff in the Home.

Areas for Development

The Adult Abuse Policy in use in the Home had been revised since the last inspection, and now instructed staff on the need to seek advice from the social work team if abuse was

suspected. However, the policy still made no reference to the local interagency guidelines, which set out the procedure to be followed in the event of such a suspicion, along with relevant contact details for agencies involved. (See recommendation 1)

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

Five members of staff were spoken with as part of this inspection. All identified training they had received in the past 12 months, which included medication management, dementia, podiatry, hearing impairment, continence and visual impairment. Staff said that management were approachable, and that they felt well supported.

The Home has, for the past two years, employed a member of staff whose role is to support those residents who need additional help at meal times, and where necessary to assist with monitoring nutritional intake. A new appointment had recently been made to this role, and the new person in post had received training specific to her role.

Requirements

There were no requirements made following this inspection.

Recommendations

1. The provider should ensure that staff in the Home have access to a copy of local interagency guidelines on the protection of vulnerable adults. This takes into account National Care Standards Care Homes for Older People Standard 5.4 - Management and Staffing

Katie Wood

Care Commission Officer