

Inspection report

Duncraggan Care Home Care Home Service

73 Blairbeth Road
Burnside
Glasgow G73 4JD

Inspected by: Gillian McPake
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 10 March 2008

Service Number

CS2006118663

Service name

Duncraggan Care Home

Service address73 Blairbeth Road
Burnside
Glasgow G73 4JD**Provider Number**

SP2006008288

Provider Name

Burnside Care Homes Ltd.

Inspected ByGillian McPake
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

10 March 2008

Period since last inspection

6 Months

Local Office AddressPrinces Gate
60 Castle Street
Hamilton
ML3 6BU

Introduction

Duncraggan Care Home is a care home for older people and respite services and is situated in a quiet residential area of Burnside. The home consists of two buildings; the main house which can accommodate 15 service users and the bungalow which can accommodate 8 service users.

The current provider was providing single roomed accommodation in rooms which were originally double roomed accommodation.

The two buildings are situated in mature gardens, with local shops and transport close by.

The Home is registered to accommodate 23 service users. During the inspection there were 20 older people living there, none of which were on respite accommodation.

The service was registered by the Care Commission in September, 2006.

The aims and objectives as stated by the service were "to provide 24 hour care to meet the needs, health and fitness of 23 older people. To set and attain goals within the home."

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 required for this unannounced inspection.

Views of service users

The views of service users were obtained on the day of the 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 relevant inspection focus area(s) and follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity.

During the inspection process

This report was written following an unannounced inspection which took place over one day on the 10 March 2008, between 10:25 and 14:00.

The inspection was carried out by Gillian McPake Care Commission Officer.

Staff at inspection

Discussion took place with a range of care staff including:

- The Manager

- . The Deputy Manager
- . Two Carers

During this inspection the Care Commission Officers also observed staff practices as well as the Home environment and equipment.

Evidence

During this inspection, evidence was gathered from a number of sources including:

A review of a range of policies, procedures, records and other documentation, including the following:

- . service users' personal plans
- . staff files
- . staff training records
- . policy and procedures on palliative care, child protection and staff training.

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

This years inspection focus areas (IFAs) have been developed from statutory and policy considerations and have been widely consulted upon. The IFAs are directly linked to relevant National Care Standards. Details of the inspection focus and associated standards to be used in inspecting each type of care service in 2007/2008 and supporting inspection guidance, can be found on:

http://www.carecommission.com/index.php?option=com_content&task=view&id=4557

The IFAs and associated standards reported upon at this inspection were:

1. Palliative Care.

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

No requirements were made at the last inspection.

Comments on Self-Evaluation

A self evaluation was not required for this unannounced inspection.

View of Service Users

5 out of 20 service users were spoken with during this inspection. This was as a group discussion, or on a one to one basis.

All the service users advised they enjoyed living in Duncaggen however 3 advised they got 'fed up' and would prefer to see more activities with in the Home.

All of the service users spoken with had only positive comments to say about the staff. While observing staff they were very caring towards individuals and spent a lot of time talking with service users and caring for their individual needs.

View of Carers

There were no carers available to speak with on the day of inspection.

Regulations / Principles

National Care Standards

National Care Standard Number 19: Care Homes for Older People - Support and Care in Dying and Death

Strengths

This service provided palliative care for service users and a copy of 'Making Good Care Better' was available along with a policy and procedure in palliative care. Staff advised they had all read this document and found this beneficial along with the training they had undertaken which also included communication skills. The training records for the home reflected this.

Evidence was available in the service user's care plans of their wishes and the relevant healthcare professionals involved in their care.

The service had access to relevant health care professionals to assist in providing help and support for service users.

Areas for Development

The policy and procedure on palliative care needed to be developed further to include more details of the specialist palliative care team in the area and their relevant contact details. (see recommendation 1)

Although the service did not have the need for a pain scoring tool at present this was to be considered and incorporated into the policy and procedure.

Enforcement

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

Other Information

Recommendations from the previous inspection :

1. A suitable child protection policy for children visiting the care service should be developed and implemented.

This was now available, however the service needed to further develop this to include more details of the procedures for staff and what they should be recording and who they should then contact.

2. The training policy should be reviewed and updated.

This had been reviewed and updated, for further development the service could include details of staff training when they changed post within the organisation.

Other information and issues:

The overall environment of the home was improving due to a refurbishment programme.

Areas of the home were observed and there was small furnishings and fittings which needed replaced. The manager advised this would be attended to straight away.

In some areas of the home the lighting was dull and created shadows. (see recommendation 2)

Activities as indicated in the service users views were only available on occasion's, however these did not always reflect the individual's preferences. (see recommendation 3)

Overall the care plans provided good information about the individual. The service need to ensure signatures are obtained from the service users or their representative during reviews. During such reviews where possible the Keyworker should be present.

Staffing levels in the Home the staff advised "was a struggle" at times due to the increasing dependency levels of the service users. One service user also commented on how busy the staff were.

While sitting in a room a service user was calling out for some time and the CCO had to alert staff to this, staff were at this time busy with another service user.

The manager has forwarded dependency levels to the Care Commission and this will be reviewed. (See requirement 1)

Requirements

1. The Provider must review staffing arrangements taking account of service user's dependency levels. This is in order to comply with:

SSI/2002/114. Regulation 13(a) - A requirement to ensure there are sufficient numbers of suitably qualified and competent people working in the care service to maintain service users health and welfare needs.

Timescale for implementation: 6 weeks from time of receiving this letter.

Recommendations

1. The service should develop a contact list that supports staff to access external agencies for specialist palliative care advice within their local area.

National Care Standards Care Homes for Older People: Standards 14: Keeping Well Healthcare.

2. The service should provide more suitable brighter lighting in the upstairs hallway and some of the bedrooms.

National Care Standards Care Homes for Older People: Standard 4: Your Environment.

3. An activities programme should be devised which incorporates the preferences of the service users, this should be carried out on a regular basis and recorded in individual's care plan information.

National Care Standards Care Homes for Older People: Standard 8: Making Choices.

Gillian McPake

Care Commission Officer