

Inspection report

Chamberlain House Nursing Home Care Home Service

7/9 Chamberlain Road
Edinburgh EH10 4DJ

Inspected by: Andrea Herkes
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 2 March 2006

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 ByAndrea Herkes
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

2 March 2006

Period since last inspection**Local Office Address**

Stuart House Musselburgh

Introduction

Chamberlain Nursing Home is a privately owned home registered to provide care for elderly people. 26 places were available in the home at the time of inspection and there were no vacancies.

The home is situated in private grounds with gardens and parking to the front and rear in a residential area of Bruntsfield/Morningside close to local shops amenities and bus routes.

The home is a large two storey house with accommodation for residents use on the ground and first floor. The upper floor can be accessed by stairs or a lift.

Chamberlain provides information to all prospective residents advising residents about the home and about the service offered. The aim of the service is to provide the highest quality nursing care and home comforts at all times.

Basis of Report

The inspection of the home was an unannounced visit carried out on 2 March 2006.

The inspection focussed on an update since the last inspection of the home in September 2005 and considers the Regulation of Care (Requirements as to Care Services) Regulations 2002. Statutory Instrument 114 and the National Care Standards Care Homes for Older People.

The inspection report is informed by consultation with the manager and staff nurse, discussion with the activity co-ordinator and with three residents.

Samples of documentation and records were examined including those relating to health and safety, general maintenance including equipment and appliance checks fire safety and risk assessment.

Action taken on requirements in last Inspection Report

There were no requirements to consider.

Comments on Self-Evaluation

N/A

View of Service Users

Five residents were seen during breakfast time and a further three residents were met and asked their view of the services provided in the care home. Many of the residents due to health care needs or personal preferences remained in the privacy of their bedrooms. However, some of the residents have communication difficulties as a result of confusion or dementia therefore, communication in these instances was limited to interpretation of facial expression and gestures in response to general conversation.

Questions were asked of residents which related to the underlying principles of the National Care Standards; comments were made as follows;

Privacy

“Staff respect my privacy but are on hand if I need anything.”

“I feel that staff are discreet when helping with my care.”

Staff were noted to knock on doors before entering and this was confirmed by residents who were asked.

Dignity

The residents seen were dressed in well cared for clothing and all who were asked advised that their choice and style of clothing was of their personal choosing. The laundry service was also praised as being efficient.

“I am assisted to dress as I prefer and I need help with some of my jewellery which staff also help me with.”

“I am treated very well her staff are very pleasant and polite.”

Observation of interactions between staff and residents suggested that staff spoke with and interacted with residents in an appropriate manner.

Observation of staff practice also indicated that the home tried to offer an individual service based on the needs and preferences of the residents rather than a routine driven system. i.e. choices at breakfast were prepared on request and the medicines were seen to be dispensed in accordance with individual needs.

Choice.

“There is a lovely choice of meals I have no complaints.”

“I do what I can when I can and am assisted when I need, I do not feel that staff limited me.”

“I can choose when I get up and go to bed and staff will help me when needed.”

Safety

Residents advised that they felt safe in the home environment.

“The home is well kept and I feel safe here.”

“There is a security system which is good no-one can just walk in uninvited. This was one reason my family liked this home.”

“The standards of cleanliness are good and this is very reassuring.”

The home always looks very clean and well kept.”

Realising Potential

An activity co-ordinator was employed by the home and spoke of assisting residents to take part in various outings and interests.

Outings to The Scottish Parliament, museums, galleries and tea rooms were reported to be regular events.

One resident spoken with was aware of the outings planned by the home but preferred to go out with family members.

Equality and Diversity

“I feel that staff are respectful and speak to me politely.”

“Staff never speak down to me I am treated well.”

“I feel that staff would help if I ever had any concerns.”

“Sister and all the staff are always very helpful. “

View of Carers

Although there were carers and visitors to the home none were met during the inspection.

Regulations / Principles

Regulation 10: SSI 114 Regulation 10 Fitness of Premises

Strengths

All of the public rooms seen during the inspection were comfortably furnished and decorated to a high standard.

The bedrooms seen were also comfortably furnished and reflected the preferences and choices of the occupant.

The environmental Health Department have not visited the home since the last Care Commission Inspection.

The records seen relating to the maintenance of specialist aids and equipment such as hoists and specialist baths were examined and were seen to be up to date.

Maintenance records for the lift were seen and this was last undertaken in January 2006.

Systems were in place for the requesting and actioning of any maintenance and repair work required by the home.

The ventilation heating and lighting can be adjusted in the home.

Areas for Development

None identified at this inspection.

Regulation 12: SSI 114 Regulation 12 Facilities in Care Homes

Strengths

Although main meals were prepared by the kitchen at the other nearby care home owned by the providers there were kitchen facilities available in the for the preparation and storage of breakfast items, snacks and hot and cold drinks.

The Nurse in Charge advised that use of the kitchen facilities by residents would be subject of risk assessment. However none of the present resident group use the kitchen facilities.

The manager advised that snacks and drinks were available to residents on request. Residents confirmed this and also said that a tea of tea or coffee was also provided on request when they had visitors.

En suite toilet facilities were available in all of the bedrooms. In addition toilet, bathing and showering facilities were available on one floor with toilet and bathing facilities available on the other.

The management of residents' finances is not undertaken by the home. Where appropriate, relatives and or legal advisors attended to residents' individual financial matters.

The home had systems in place for the safekeeping of money and valuables.

Individual records were maintained where money or valuables had been deposited for safe keeping. A sample of these records were seen and included signatures of transactions.

Areas for Development

None identified at this inspection.

Regulation 13: SSI 114 Regulation 13 Staffing

Strengths

The staffing arrangements were discussed with the nurse in charge and with the manager. Both spoke of the aim to provide care in accordance with the preferences of each individual resident which with the present care needs of the resident group resulted in the need for high staffing levels. The staffing at the time of the inspection was considered by the manager and senior nurse to be adequate to meet the needs of the current resident group.

There were no current vacancies in the staffing establishment for the home.

The manager advised that discussion had taken place with her line manager and senior staff to review and update changes to the staff induction and orientation programme. It was anticipated that this will also contribute to the supervision and appraisal system which has yet to be fully implemented. It was agreed that progress of this will be monitored at the next inspection.

Training records were kept for all staff. Samples of staff training records were retained with the staffing personnel records.

Some members of staff were due to commence SVQ3 while two others were reported as due to soon complete this training.

Areas for Development

None identified at this inspection.

Regulation 19: SSI 114 Regulation 19 (1) Records

Strengths

Records were available in respect of service users including personnel details and family contacts. The records also included details any deaths of service users which were also reported appropriately to the Care Commission.

Areas for Development

None identified at this inspection.

Regulation 19: SSI 114 Regulation 19 (2) Records

Strengths

The staffing register recorded the details of persons employed in the care home including personnel details, training and cross reference where indicated to The Nursing and Midwifery Council. The registration details for trained Nursing staff were reviewed in the files and those examined were up to date.

Areas for Development

None identified at this inspection.

Regulation 19: SSI 114 Regulation 19 (3) Records

Strengths

There was a policy and procedure on restraint. It was reported that any incident of restraint would be reported and recorded through the incident reporting system.

There was a fire evacuation procedure and records of fire safety checks kept in the home including an attendance register for training and drills.

Incident and accident reporting systems and records were kept in the home samples of which were examined.

Maintenance records were kept for aids adaptations and appliances used in the home. Samples of the maintenance records examined were up to date.

A complaint policy and procedure was in place . No complaints had been recorded since the last inspection. None of the residents met had any complaints or concerns about the standards of care provided.

Staff rotas were available noting the staff on duty in the home each day.

Medication records were kept for individual residents.

Areas for Development

None identified at this inspection.

National Care Standards

Enforcement

There has been no enforcement action.

Other Information**Requirements**

None identified at this inspection.

Recommendations

None identified at this inspection.

Andrea Herkes

Care Commission Officer