

# Inspection report

## Abbeyfield Rutherglen Society Ltd Housing Support Service

78 Stonelaw Road  
Rutherglen G73 3NZ

**Inspected by:** Barbara Montgomery  
**(Care Commission Officer)**

**Type of inspection:** Announced

**Inspection completed on:** 19 March 2007

**Service Number**

CS2004076447

**Service name**

Abbeyfield Rutherglen Society Ltd

**Service address**78 Stonelaw Road  
Rutherglen G73 3NZ**Provider Number**

SP2004006270

**Provider Name**

Abbeyfield Rutherglen Society Ltd

**Inspected By**Barbara Montgomery  
Care Commission Officer**Inspection Type**

Announced

**Inspection Completed**

19 March 2007

**Period since last inspection**

1 Year and 8 Months

**Local Office Address**Princes Gate  
60 Castle Street  
Hamilton  
ML3 6BU

## **Introduction**

The Abbeyfield Rutherglen Society provided accommodation and a housing support service to older people. Abbeyfield literature describes this kind of service as either 'very sheltered housing' or 'supportive housing' and refers to the people who use the service as residents. Accommodation was in two separate adjacent houses – one purpose built and one older converted property in Rutherglen. An Abbeyfield extra care house was part of the same complex. In common with most other Abbeyfields residents in each house had their own bedroom with en suite/shared bathroom and share lounge and dining facilities. The day to day service was provided by the 'live in' housekeepers on duty in each house with support from staff in the extra care house. Responsibility for the overall running of the service was shared by the volunteer members of a house and executive committee along with a recently appointed full time Executive Officer.

The Society aims to 'provide a homely atmosphere in which a dependent older person can feel secure and in which he/she will be helped and supported to lead as full a life as possible.

This Society is one of 63 local Abbeyfield Societies in Scotland and is affiliated to an advisory body The Abbeyfield Society for Scotland Limited. Registered with the Care Commission in 2004 this was the services first annual inspection by the Care Commission. The service is also regulated by Communities Scotland, it is subject to review by South Lanarkshire Council Supporting People and the accommodations is subject to regulation by HMO (House of Multiple Occupancy) licensing. The service is also assessed by an external quality assurance system from Abbeyfield Scotland, known as The Abbeyfield Standard. As this has been attained by the Rutherglen society Communities Scotland has agreed that they will not carry out inspections.

This service was inspected after receiving a Regulation Support Assessment (RSA) to determine what level of support was necessary. The RSA is an assessment undertaken by the CCO which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service, action taken upon requirements, size of care packages etc. This service was required to have a low level of support that resulted in an inspection based on the national inspection themes, the core standards for the inspecting year and any recommendations and requirements from previous inspections, complaint or other regulatory activity".

## **Basis of Report**

The inspection took place during March 2007. The Care Commission gave the Society advance notice of when the inspection would take place. The Society submitted an annual return form containing up to date information about the service. Questionnaires were sent to all the residents and 6 residents and 4 relatives responded. The Care Commission Officer had an informal discussion with some of the residents on the day of the visit and met with the Executive Officer and housekeeper. She looked at a range of documents and records relating to the service and also examined Abbeyfield Scotlands recruitment policies.

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the following National Care Standards;

- Standard 2. Your Legal Rights
- Standard 3. Management and Staffing Arrangements
- Standard 4. Housing Support Planning
- Standard 6. Choice and Communication

### **Action taken on requirements in last Inspection Report**

One requirement was made in the last report about notifying the Care Commission of The Society's final decision regarding the proposals to merge local Abbeyfield groups into one national organisation. The Rutherglen Society has advised the Care Commission of its intention to retain its independence.

### **Comments on Self-Evaluation**

Completed in full noting strengths and areas for development.

### **View of Service Users**

The six residents who sent back a questionnaire were satisfied with the service they received.

Comments included:

“Very happy”

“food is excellent”

“everything is done in a very thoughtful and considerate manner”

“service is very well organised and carried out”

“everything up to expectation”

They considered staff to be professional polite and respectful and to have the knowledge skills and training to meet their needs.

Comments included:

“we are well cared for”

“staff are helpful and obliging and cant do enough for us”

“always willing to help”

They indicated that they got the care and support that had been agreed and that this was detailed in a written plan. Most knew how to voice their concerns or make a complaint though one person said they didn't.

The residents the CCO spoke to conveyed their satisfaction with the service they received here and the lifestyle they enjoyed. They were happy with the recent move and commented on how smoothly it had gone. (please see Other Information section of this report)

### **View of Carers**

The four relatives who sent back a questionnaire were also satisfied with the service provided and knew how to voice their concerns or make a complaint.

Comments included:

“the level of care and attention is excellent my relative is very happy with the accommodation and life at Abbeyfield”

## **Regulations / Principles**

**Regulation :**

**Strengths**

**Areas for Development**

## **National Care Standards**

### **National Care Standard Number 2: Housing Support Services - Your Legal Rights**

**Strengths**

Because the extent to which this standard was met was considered in full last year this part of the inspection concentrated on progress with recommendations made in the last inspection report.

The wording of the occupancy agreement has been amended to take account of these recommendations. Schedule 1 now made clear how assistance could be obtained when the housekeeper was off site and clearly stated that daily welfare checks were discreet and based on the housekeepers personal knowledge of each resident rather than an actual routine check. It also made clear that while social activities were promoted and some social events were organised there were no regular structured activities. Finally it now provided clear information about personal plans and explained who was involved in developing and reviewing these.

The last Care Commission Inspection report had been drawn to the attention of residents and displayed on the notice board for any resident or visiting relative to read.

**Areas for Development**

None

### **National Care Standard Number 3: Housing Support Services - Management and Staffing Arrangements**

**Strengths**

Because the extent to which this standard was met was considered in full last year this part of the inspection concentrated recruitment practice and progress with recommendations made in the last report.

The overall running of this service has recently been restructured in a way that will make it more professional and accountable. Responsibility for staffing matters including recruitment and development now rested with the recently appointed Executive Officer.

Recruitment: The Care Commission is inspecting 'Safer Recruitment' this year; this means checking for example whether providers take up references, criminal record checks, checking qualifications etc. Examination of Abbeyfield Scotland Standard statements and policies indicated that the Society is expected to employ "all staff in accordance with all legal requirements and follow best employment practice and ensure that executive committees are made up of suitably skilled and experienced people". To do this robust procedures had been developed by Abbeyfield Scotland to be followed by Societies.

These included:

- Checks on physical & mental fitness of paid staff using an applicants medical form and detailed and comprehensive health questionnaire; for volunteers a question about health was included in the recruitment form.
- Take up of two references for both paid staff and volunteers, covering timekeeping, sickness, absence, communication skills, trustworthiness, suitability to work with frail older people and willingness to reemploy.
- Criminal Convictions vetting of paid staff and volunteers who have direct contact with residents through criminal convictions declaration and Enhanced Disclosure Check.
- Evidence of candidates skills and experience were to be obtained in a range of ways including completion of a comprehensive application form and an interview. Interview guidelines and interview checklist, suggested questions for interviews and recording form for noting responses were available.
- A job offer letter and formal contract of employment containing terms and conditions to be given to all paid staff. For volunteers an agreement was to be signed by the chairperson and the volunteer.

No new volunteers had been appointed to the Rutherglen committees since these policies were introduced so it was not possible to sample any records relating to volunteer selection. The Society employed 7 permanent staff of whom all but two had been employed by Abbeyfield for between 10 and 20 years.

Appointment details were available for all staff but other paperwork was available for only one worker who was appointed in 2005. References including one from a previous employer had been obtained for her and a copy of a completed applications form was in her file.

The appointment of most staff predated Disclosure Scotland. Retrospective checks had been carried out but paperwork to evidence that a satisfactory check had been carried out was not available in most instances as to comply with data protection guidelines it had been destroyed.

Training: A training programme was being developed and the Society intended to give staff in the supported houses the same development opportunities as staff in the extra care house and provide a range of training and refresher courses. So far these have included REHIS and Infection Control.

Housekeepers job descriptions had been reviewed and reworded to make clear that on occasion staff were required to assist with situations where body spillage procedures and infection control procedures had to be followed.

## **Areas for Development**

Recruitment :

- The manager has now taken steps to obtain updated health questionnaires from all staff.
- A procedure was going to be introduced for the re checking of Disclosures to enhanced level and for maintaining a record of Disclosure Scotland reference numbers to evidence checks.
- Best practice is for two references including one from previous employer to be obtained for all staff.
- Best practice is for all staff prior to appointment to provide a record of their skills and experience by completing an application form or CV. While the Abbeyfield application form contained a question about courses attended and formal qualifications obtained there was no procedure for ensuring that these got verified such as noting that copies of certificates had been requested or seen.
- To ensure that all employees and volunteers have as complete a personnel file as possible every effort was going to be made to recover any copies of documentation staff and volunteers may have at home and if necessary reissue any volunteer agreements.

## **National Care Standard Number 4: Housing Support Services - Housing Support Planning**

### **Strengths**

This part of the inspection concentrated on progress with developing effective housing support/personal planning. Work on establishing this was underway.

There was already a system for assessing the suitability of the person for admission and finding out the kind of care and support needs they had. Information gathered at the time of admission should include GP letter, health questionnaire and notes recorded at the time of the assessment home visit.

Along with daily progress notes to record all significant events Abbeyfield Scotland paperwork for 'housing support plans' had been introduced which has sections based on this national care standard. The Abbeyfield Review Form (known as Resident Participation Procedures in the Abbeyfield Scotland Policies) had also been introduced and will be used for all future reviews.

Each resident now had their own file and the practice was being established of keeping all information pertaining to individual residents in their files including accident reports.

### **Areas for Development**

None

## **National Care Standard Number 6: Housing Support Services - Choice and**

## **Communication**

### **Strengths**

#### Strengths

Service users and their families are helped to make choices about the service that is provided. The kind of information they need in order to make those choices gets conveyed in several ways; during the initial assessment, from reading Abbeyfield literature and also when housing support plans are completed or reviewed and updated. During their visits South Lanarkshire Council Supporting People teams also have a role to ensure residents are aware of what services they are entitled to.

Residents have a choice about what aspects of the service they wish to take up and what ones they don't such as how and when the housekeeper checks on their welfare each day. As far as possible every aspect of the service is delivered in accordance with residents wishes and preferred way of doing things. It can be changed as peoples needs and wishes change.

There are some things that housekeepers were not allowed to do even if the resident wishes it such as give out medication or provide personal care on a regular basis.

Sometimes a residents actions might carry some risk to their wellbeing or that of others. For instance someone might put themselves at risk by leaving their door unlocked or forgetting their medication. In such situations staff knew to explain the risks when appropriate, do what they could to minimise risks and made sure the appropriate staff member from Extra Care, committee member, relative or outside agency was informed.

### **Areas for Development**

None

## **Enforcement**

None

## **Other Information**

Progress with other previous recommendations.

While there have been no admissions since the last inspection it was agreed that literature given to prospective and new residents will now include the most up to date Care Commission report. (Standard 1. Informing and Deciding)

Information about residents was no longer stored in the kitchen.  
(Standard 5 Exercising Your Rights)

## **Developments**

Since the last inspection there have been a number of significant changes at Abbeyfield Rutherglen. Following a drop in the number of referrals a decision was made to reduce the number of supported houses from three to two and to achieve this some residents have had to 'move house'. The remaining house is going to be refurbished and upgraded to care home standards.

## **Requirements**

None.

## **Recommendations**

1. To ensure recruitment practice and personnel records meet legal requirements and follow best employment practice:

- A procedure should exist for the re checking of Disclosures and a record of Disclosure Scotland reference numbers should be maintained to evidence checks.
- Two references including one from a previous employer, where appropriate should be obtained for all new employees and a copy placed in their file.
- All staff prior to appointment should provide a record of their skills and experience by completing an application form or CV.
- Introduce a way of ensuring that formal qualifications get verified.
- Introduce a system to evidence current NMC and SSSC registration.

(Standard 5 Management and Staffing)

**Barbara Montgomery**  
**Care Commission Officer**