

Inspection report

Bonnington Nursing Home Care Home Service

205 / 207 Ferry Road
Edinburgh EH6 4NN

Inspected by: Jan McIntosh
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 20 December 2006

Service Number

CS2006129493

Service name

Bonnington Nursing Home

Service address205 / 207 Ferry Road
Edinburgh EH6 4NN**Provider Number**

SP2006008444

Provider NameSouthern Cross Operations No 2 Limited T/A
Ashbourne Senior Living**Inspected By**Jan McIntosh
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

20 December 2006

Period since last inspection

3 months

Local Office AddressStuart House
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Introduction

Bonnington Nursing Home is situated in a residential area on the east side of Edinburgh close to local shops and amenities and public transport links.

The Home registered with the Care Commission on 1 April 2002 and is registered to provide care to up to 77 older people. Accommodation is provided in 2 buildings - Mathieson House to the front of the property and Garden House to the rear. Accommodation in both buildings is on 3 floors in a variety of single and shared bedrooms which can be accessed by stairs or a lift.

The Home is situated in private grounds with private parking to the front of Mathieson House and Garden House. There are garden areas which can be accessed from both houses.

In its brochure, the Home states that its aim is "the provision of the highest standard of care in an environment which is both welcoming and homely. We will actively encourage individuality, promoting independence and physical and social well being".

Basis of Report

This report is based on monitoring visits which were carried out over the period from 31 October 2006 to 18 December 2006. A total of 8 visits were undertaken. The monitoring period was implemented due to the increasing concerns of the Care Commission regarding the care of residents in the Home.

It should be noted that there was full co-operation between the Care Commission and the Service Provider over this period.

Action taken on requirements in last Inspection Report

A total of 21 requirements, relating to 14 areas of care, had been made since the last Inspection. Those relating to recording of information had been fully met; those relating to personal care had been partially met and are discussed further in this report. The remainder, relating to the provision of facilities and the environment in the Home had been partially met and are discussed further in this report.

Comments on Self-Evaluation

Not applicable.

View of Service Users

The Care Commission Officer had the opportunity to speak with many service users on different occasions over the period of the monitoring visits. A number of issues relating to food, personal care, laundry and the environment were raised and are included in this report.

During the last 3 visits, comments from residents indicated that they believed that there had been some improvements in the service.

View of Carers

The Care Commission Officer spoke with carers throughout the monitoring period. Issues

relating to care of personal clothing and general care were raised. Again, there was an indication during the last 3 visits that some improvement was being noted.

Regulations / Principles

Regulation 4: SSI 114 Regulation 4 (1) Welfare of Users

Strengths

A total of 11 requirements were made in relation to this Regulation. Four related to provision of laundry facilities, one to the provision of personal care, including hair washing and two to the provision of fluids. The remainder concerned personal planning and related to accurate assessment and recording of the nutritional and moving and handling needs of residents.

During the monitoring period, the provider established an action plan to address the issues raised. A new Clinical Care Co-ordinator was appointed and was reviewing the training needs of staff in relation to the provision of care. This involved direct supervision of staff and monitoring practice. It was noted that some improvement was seen in the personal care of residents and in the assessment and recording of information in personal plans.

Areas for Development

Concerns were raised during the monitoring period relating to nutrition. The Officer noted that there had been changes in the catering staff, that a new Hospitality manager had been appointed and that some improvements had been noted. However, concerns relating to the consistency of the quality of the food provided were continuing and were being monitored by the Manager. This will be reviewed at the next Inspection. (see requirement 1)

A number of changes took place in the management of the laundry facilities and some improvement was noted, however there were still concerns about the quality of the care of some items of clothing and this requirement is therefore carried forward. (see requirement 2)

Regulation 9: SSI 114 Regulation 9 Fitness of Employees

Strengths

Two requirements were made in relation to this Regulation. These related to ensuring that the staff had the necessary skills to provide personal care to the Residents.

During the monitoring period the provider implemented a programme of training for all staff. This included training specific to the needs of residents with dementia as well as more general care issues. The Clinical Care Co-ordinator was continuing to identify areas where staff required further training and there were plans in place for further training.

Areas for Development

Although some improvement has been noted in the care provided to residents, the Care Commission Officer noted that some staff were still unclear about their role in meeting both the social and emotional needs of residents as well as their physical care. This requirement is therefore carried forward. (see requirement 3)

Regulation 10: SSI 114 Regulation 10 Fitness of Premises

Strengths

Two requirements had been made in relation to this Regulation. One of these related to offensive smells and the other to laundry facilities. It was noted during the monitoring period that the cleanliness of the Home improved and no offensive smells were noted during the last 3 visits. Laundry facilities are discussed under Regulation 4.

Areas for Development

It is expected that the refurbishment programme which has begun in a number of areas will be continued throughout the Home. This will be monitored at future Inspections.

Regulation 12: SSI 114 Regulation 12 Facilities in Care Homes

Strengths

Three requirements had been made in relation to this Regulation. Of these, two concerned provision of bathing facilities and one to financial records.

It was noted that a new bath lift had been installed on the top floor in Mathieson House, increasing the bathing facilities for residents in that area. Following a note of concern from a relative, the bathing facilities were checked and found to be sufficient to meet the needs of the resident at that time. This will continue to be monitored at future Inspections.

Financial records were not examined during the monitoring period. This requirement will be followed up at the next Inspection and is therefore carried forward. (see requirement 4)

Areas for Development

Regulation 13: SSI 114 Regulation 13 Staffing

Strengths

One requirement was made in relation to this Regulation and related to the provision of sufficient staffing to meet the needs of the residents.

A new staffing notice was agreed with the provider and was maintained throughout the monitoring period.

Areas for Development

National Care Standards

Enforcement

There has been no enforcement taken against this service since the last Inspection.

Other Information

As a result of the improvements that have been made since the start of the monitoring period, the frequency of monitoring visits to the Home by the Care Commission is now being reduced.

Requirements

1. It is required that the Home ensures that the nutritional needs of the residents are fully assessed and that appropriate meals and snacks are provided.

Timescale: from publication of this report.

This is in order to comply with:

SSI 2002/114 Regulation 4(1)(a)

2. It is required that the Home ensures that residents clothing is properly laundered and returned to residents promptly. This must include ensuring items are washed at the correct temperature and ironed properly.

Timescale: 4 weeks

This is in order to comply with:

SSI 2002/114 Regulation 4(1)(b)

3. It is required that the Home ensures that the staff responsible for the provision of care have the necessary skills to carry out their responsibilities. This must include meeting the social and emotional needs of residents as well as physical care.

Timescale: From publication of this report

This is in order to comply with:

SSI 2002/114 Regulations 9(2)(b), 13(a) and 13(c)

4. The service provider must ensure that interest earned on the joint bank account is apportioned equitably over service users individual account records.

Timescale: from publication of this report

This is in order to comply with:

SSI 2002/114 Regulations 12(e) and 19 (3)(h)

Recommendations

There were no recommendations arising at this inspection

Jan McIntosh

Care Commission Officer