

# Inspection report

## Seaview House Nursing Home Care Home Service

Broadhaven Road  
Wick KW14 4RF

**Inspected by:** Lee Gordon  
**(Care Commission Officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 21 March 2007

**Service Number**

CS2007142989

**Service name**

Seaview House Nursing Home

**Service address**Broadhaven Road  
Wick KW14 4RF**Provider Number**

SP2003002454

**Provider Name**

Barchester Healthcare Ltd

**Inspected By**Lee Gordon  
Care Commission Officer**Inspection Type**

Unannounced

**Inspection Completed**

21 March 2007

**Period since last inspection**

Seven months.

**Local Office Address**

Unit 4, 39-41 Harbour Road, Inverness, IV1 1UF.

## **Introduction**

The care home was registered to provide a care service to a maximum of 42 older people, one of which could be an adult with physical and sensory impairment, including people with dementia. The service had also provided a respite/short breaks service. Nursing care was provided.

The service had aimed to create the circumstances in which service users could maintain their dignity and independence in an environment that supported individuals with their physical and mental well-being.

The service was first registered with the Care Commission on 31st January 2007.

## **Basis of Report**

This was an unannounced inspection by the Care Commission. During the inspection the Care Commission Officer (CCO) had observed practice, spoke with the matron, administrator, service users and nursing/care staff. The Care Commission Officer had also looked at various policies, procedures and documentation including:

Personal plans  
Financial records  
Death and dying  
Complaints

The Care Commission Officer had taken all the above into account and reported on whether the service was meeting the following National Care Standards for Care Homes for Older People:

Standard 19 - Death and dying.  
Standard 20 - Moving on.

The Care Commission Officer had also taken into account the theme of the Office of Fair Trading and Residents' Finances:

Standard 1 - Contract arrangements, inspection and complaints.  
Standard 2 - Safekeeping of money and valuables.

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

There was one requirement from the last inspection:

SSI 114 Regulation 19 (3) (c) Records - Fire drills need to take place twice yearly and a written record maintained ( Requirement no.1 ). Timescale - within six months of receipt of report. This had been actioned.

## **Comments on Self-Evaluation**

Self-evaluation had assisted the inspection process.

**View of Service Users**

Service users spoken with were complimentary about the care and support they received from staff.

**View of Carers**

N/A

## **Regulations / Principles**

### **Regulation :**

#### **Strengths**

#### **Areas for Development**

## **National Care Standards**

### **National Care Standard Number 1: Office of Fair Trading - Contract Arrangements, Inspection and Complaints Information**

#### **Strengths**

A comprehensive information brochure regarding the service was available to prospective service users.

Inspection reports and the complaints procedure were available to service users and their families/representatives within the care home. The complaints procedure was also included within the information brochure.

The terms and conditions document and the residents admission agreement had formed the contract. This contract had detailed information regarding prices of services provided to service users including the overall total cost.

Copies of contracts were signed by service users and/or their families/representatives and service users could keep a copy of their contract.

#### **Areas for Development**

The service was looking to develop it's information brochure for prospective service users by outlining fees, additional charges and what they relate to. It would be good practice for the service to include the last inspection report from the Care Commission in the information brochure.

### **National Care Standard Number 2: Office of Fair Trading - Safekeeping of Money and Valuables**

#### **Strengths**

Service users had their own individual accounts which were managed by themselves or family member/representative.

Detailed records were kept of balances and any transactions of service users money.

Invoices were sent out each month for any purchases made on behalf of service users. All receipts were kept and transactions recorded with signatures of two staff and /or service user.

Service users had a lockable drawer in their room for safekeeping of valuables. If wished, service users were able to place valuables within the services' safe and this would be recorded and receipt issued.

### **Areas for Development**

The Care Commission Officer could not find any financial policies and procedures other than the client fund policy. The service needs to ensure that all relevant written financial policies and procedures are in place ( Recommendation no.1 ).

The service should review the training needs of the administrator to ensure that these are being met.

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

#### **Strengths**

The service had a relevant policy and procedure in place with regard to death and dying. During discussion with staff it was clear that service users and their families/friends were offered sensitive support and care at this time.

Information on service users wishes on death and dying were recorded during admission. Service users care plans had also indicated their wishes with regard to death and dying.

If it was the wish of the service user, family and or friends were able to be with the person and if appropriate to share in their care.

Staff were supportive of family and friends during the formal processes following any death.

If needed, the support of community nurses, GPs and other healthcare professionals, was provided within the familiar surroundings of the care home.

The service was committed to providing high standards of palliative care and training was available to staff in this area.

### **Areas for Development**

### **National Care Standard Number 20: Care Homes for Older People - Moving On**

#### **Strengths**

The matron had indicated that service users would be able to visit the place they were moving to and keep their current accommodation while they made a decision about moving.

The matron had also indicated that any relevant information/paperwork would be passed quickly to the service users new home.

### **Areas for Development**

**Enforcement**

N/A

**Other Information**

N/A

**Requirements**

N/A

**Recommendations**

Standard 2 - The service needs to ensure that all relevant written financial policies and procedures are in place ( Recommendation no.1 ).

**Lee Gordon**

**Care Commission Officer**