

Inspection report

Davislea Home For The Elderly Care Home Service

100 Mallaig Road
Drumoyne
Glasgow G51 4PE

Inspected by: Catherine Payne
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 3 March 2009

Service Number

CS2003001029

Service name

Davislea Home For The Elderly

Service address100 Mallaig Road
Drumoyne
Glasgow G51 4PE**Provider Number**

SP2003003390

Provider Name

Glasgow City Council

Inspected ByCatherine Payne
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

3 March 2009

Period since last inspection**Local Office Address**Central West Region
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Introduction

Davislea care home provides residential care for 35 older people. The service is divided into four units. On the ground floor there are two units, one for six people and a specialised unit for respite care for five people who are suffering from dementia. The first and second floor units each have twelve residents.

The provider of the care home is Glasgow City Council. Staff are also provided by Glasgow City Council. Staff are available over 24 hours.

The building was built for purpose in 1962 and is long established in the community. On going maintenance and refurbishment has ensured that the home remains comfortable and attractive throughout. All service users have access to single rooms. There are adequate bathrooms and shower rooms throughout, many of which are equipped to allow aids and equipment to assist those with mobility problems. Each unit has access to a communal lounge.

The aim of the service is to provide a safe, caring environment in which service users are encouraged to maintain independence and make choices regarding their lifestyle.

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - 4 - Good

Quality of Environment - 4 - Good

Quality of Staffing - 4 - Good

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

This inspection report should be read in conjunction with the Care Commission inspection report of 8th Sept 08.

Before the inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a completed Self-Assessment as requested by the Care Commission.

Views of service users

The Officer spoke with six of the thirty three service users residing at the Care Home at the time of the inspection.

Regulation Support Assessment

The inspection plan for this service was decided 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.

LOW

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

This service will receive a number of inspections over the year 08/09. This inspection was based upon requirements and recommendations made at the last inspection on 31-8-08.

During the inspection process

Staff at inspection

The Officer spoke with four staff over the course of the inspection.

Evidence

The Officer scrutinised the following documents:

- The personal plans of five service users
- Staff training records
- feedback from service users and their relatives
- accident and incident records

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:
<http://www.carecommission.com/>

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 since last Inspection

No Requirements were made at the last inspection.

Comments on Self Assessment

The self- assessment was fully completed by the service manager and generally concurred with the views of the inspecting Officer.

View of Service Users

The Officer met with six service users, all the feedback from the service users spoken with was very positive, comments included:

" the staff are very kind, the foods good, I have only been here a short time but I wouldn't want to go elsewhere"

" I feel secure, my room is lovely, staff are genuinely very supportive"

" I have everything I need, the staff are good to me, I like them"

View of Carers

There were no relatives visiting the Care Home at the time of the inspection.

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

The service had developed their own questionnaire and had circulated it to service users and their relatives. The Care Home had received very positive feedback from service users and their relatives who had responded to the questionnaire.

The Care Home had also developed a range of well established meetings with service users, their relatives and other stakeholders, including independent advocacy, to gain feedback on the quality of care and support.

There was some evidence that the Care Home had taken action in response to feedback and suggestions received from service users and their relatives.

The Officer examined five personal plans over the course of the inspection, each plan had been signed by the service user to demonstrate that care had been discussed with them, each plan examined had also been reviewed with the service user and their relatives in the preceding six month period.

The Officer received extremely positive feedback on the quality of care and support from the service users spoken with and relatives over the course of the inspection.

Areas for Development

A Recommendation was made at the last inspection in respect of the provision of an engagement/participation policy and that staff should receive training in same. The Officer acknowledges that a draft participation has been finalised, however staff have not as yet received training in the proposed policy, the Recommendation is not as yet met and is continued, please refer to Recommendation 1.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

1

Statement 3: We ensure that service user's health and wellbeing needs are met.

Service Strengths

The personal plans examined by the Officer demonstrated that service users received support from a broad range of health care professionals including: district nursing, dentistry, community psychiatric services and podiatry. Each personal plan contained a designated continence promotion aspect.

Staff had received a broad range of training in respect of meeting service users' health and wellbeing needs. The Officer noted that there had been a vast improvement in the quality of health and wellbeing information contained with the personal plans. The Care Home had introduced much more robust physical health assessment information including regular body mass index recordings and dependency scores.

Service users spoken with over the course of the inspection expressed that they felt safe and well supported in respect of health and wellbeing needs.

The Care Home menu offered service users five portions of fresh fruit and vegetables daily, the Care Home actively promoted the ingestion of fresh fruit and vegetables.

The Care Home had developed "care management meetings" at which the promotion of individual service user's health and well being needs were discussed.

Areas for Development

The planned mental health assessment tool should be implemented as soon as possible.

The Care Home may consider developing designated health promotion sessions for service users, including smoking cessation.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

The service had developed their own questionnaire and had circulated it to service users and their relatives. The Care Home had received very positive feedback from service users and their relatives who had responded to the questionnaire.

The Care Home had also developed a range of well established meetings with service users, their relatives and other stakeholders, including independent advocacy, to gain feedback on the quality of the environment.

In response to feedback received from service users and their families, the Care Home was about to undertake a art project, and develop a "shop" facility for service users.

Areas for Development

A Recommendation was made at the last inspection in respect of the provision of a engagement/participation policy and that staff should receive training in same. The Officer acknowledges that a draft participation has been finalised, however staff have not as yet received training in the proposed policy, the Recommendation is not as yet met and is continued, please refer to Recommendation 1.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

1

Statement 2: We make sure that the environment is safe and service users are protected

Service Strengths

Examination of staff training records by the Officer evidenced that staff had received mandatory Health and Safety training.

The provider had a broad range of health and safety policies and procedures.

The Care Home had a broad range of Health and Safety checks that were undertaken by staff on a very regular basis.

Service users had signed a clear written contract which set out their rights and responsibilities.

Accident and incident records were scrutinised by the Officer and were found to be in good order.

The provider had comprehensive policies and procedures in respect of "protecting people". The Officer noted that at the time of the inspection an extensive Health and Safety audit was being undertaken by the provider.

Areas for Development

The provider should consider staff training in restraint issues.
Signage within the Care Home could be improved in keeping with best-practise for older people with dementia.
The garden area could be made much more attractive for service users.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

The service had developed their own questionnaire and had circulated it to service users and their relatives. The Care Home had received very positive feedback from service users and their relatives who had responded to the questionnaire.

The Care Home had also developed a range of well established meetings with service users, their relatives and other stakeholders, including independent advocacy, to gain feedback on the quality of staffing.

The service users spoken with over the course of the inspection made extremely positive comments on the quality of the staff team.

The Care Home had developed a bi-monthly newsletter for use by service users and their relatives.

Areas for Development

The provider should consider how to involve service users and their relatives in the recruitment and appraisal of staff.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

More than half the staff team were qualified to at least Scottish Vocational Qualification 3. The staff team were generally very experienced in supporting older people.

The Officer spoke with four staff over the course of the inspection, generally the staff spoken with expressed that they felt positive in their roles and that they were well supported and valued by the Care Home Manager and their colleagues.

Staff spoken with by the Officer expressed their awareness of the National Care Standards, Best Practise and Codes of Conduct.

The Care Home had developed a comprehensive induction programme to support new team members.

The use of agency staff had very significantly reduced since the last inspection, staff spoken

with over the course of the inspection expressed that this provided much more continuity for service users and had helped to increase staff morale.

Staff were actively involved in fund raising for the Care Home to increase the budget for social and recreational activities.

Areas for Development

The provider should reconsider the limited social and recreational budget.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 0 - Not Assessed

Regulations / Principles

National Care Standards

Enforcement

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

Other Information

None.

Requirements

Recommendations

1. Staff should receive training in the new participation policy.

National Care Standards Care Homes for Older People, Standard 5: Management and Staffing arrangements.

Catherine Payne

Care Commission Officer