

Inspection report

Randolph Hill Nursing Home Care Home Service

Perth Road
Dunblane FK15 0BS

Inspected by: Linda Taylor
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 26 September 2005

Service Number

CS2003011601

Service name

Randolph Hill Nursing Home

Service addressPerth Road
Dunblane FK15 0BS**Provider Number**

SP2003002451

Provider Name

Randolph Hill Nursing Homes Ltd

Inspected ByLinda Taylor
Care Commission Officer**Inspection Type**

Announced

Inspection Completed

26 September 2005

Period since last inspection

5 months

Local Office AddressSpringfield House,
Laurelhill Business Park,
Stirling,
FK7 9JQ

Introduction

Randolph Hill care home offers 24 hour nursing care and is registered to care for 25 older people. The home has been registered with the Care Commission since April 2002. It is situated in a quiet residential area near to the centre of Dunblane. The accommodation is a converted Victorian building and has three levels, with lounges and dining rooms on two levels. Assisted bathrooms and showers are available. Disabled access is available to the rear of the home where there is a small garden area. There are large well maintained gardens to the front of the building. The service offers single and shared accommodation.

The aims of the service are to:

treat people as individuals and respect their dignity and privacy

be supported to preserve maximum independence

have social, emotional and religious needs acknowledged

have the service user participate in the planning of care as much as possible

be cared for in a safe relaxed and comfortable environment incorporating choice in the participation of activities.

Basis of Report

Before the visit:

The care service completed the pre inspection return form containing information about the service and a self evaluation form reflecting the National Care Standards to be inspected. A letter was sent confirming the visit.

During the visit which took place on the 26th September 2005 the Care Commission Officer spoke with:

The manager

14 service users

5 members of staff

5 relatives

The Care Commission Officer looked at a range of policies, procedures and records including;

Information Pack

Recruitment Policy and two personnel files.

Health and Safety Policy

Restraint Policy

Medication Policy

Accidents and Incidents Policy

Fire Safety Policy

Complaints Policy

Training Records

Personal Plans which included risk assessments

Time was spent in each lounge area by the Lay Assessor and the Care Commission Officer where observations were made as to staff's interaction with the service users. The Care Commission Officer shared lunch with some of the service users with their permission.

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

Standard 1 Informing and deciding
Standard 5 Management and staffing arrangements
Standard 6 Support arrangements
Standard 7 Moving in
Standard 18 Staying in touch

Action taken on requirements in last Inspection Report

There were no requirements made from the last inspection. However, four recommendations were made in the last report, three have been actioned the remaining recommendation remains outstanding and is included in the body of the report.

Comments on Self-Evaluation

This was received in advance of the inspection and was used to inform the findings of the inspection.

View of Service Users

The service users were happy about the service offered. They were very complimentary about the staff. There were no general concerns raised apart from two service users who felt that the food could be better but this was to do with individual likes and dislikes. This was discussed with the manager at the feedback session.

View of Carers

The relatives who were spoken to as part of the inspection were all more than happy with the care provided, they also made positive comments about staff, saying that they were able to raise issues and things would be dealt with. Staff would keep them up to date with issues surrounding their relative. Relatives also commented that it was good that outings were made available.

Regulations / Principles

National Care Standards

National Care Standard Number 1: Care Homes for Older People - Informing and Deciding

Strengths

A detailed information pack is available and one service user confirmed that they had received the pack and found it helpful.

Areas for Development

Some areas for improvement should be made so that the information pack meets the standard. The following information should be added;

- a) arrangements that need to be in place should private funding run out.
- b) the home's philosophy
- c) any rules that the home has
- d) policies and procedures for managing risk and reporting accidents and incidents
- e) arrangements agreed with the Commission to be put in place if the care home closes or if there is a new owner.

National Care Standard Number 5: Care Homes for Older People - Management and Staffing Arrangements

Strengths

The home has appropriate policies and procedures in place that cover legal requirements and best practice. Staff were aware of the policies and knew where to access them.

A wide range of training has taken place which is appropriate to the needs of the service users. Staff commented that they were given opportunity to attend training, both in house and external. The home is making good progress for staff to achieve SVQ qualifications in care. The manager has recently completed the Registered Managers award and the Charge Nurse is undertaking SVQ level 4. The manager has commenced clinical supervision with trained staff.

The manager informed the Care Commission Officer that a staff development strategy and yearly training plans were being developed.

Areas for Development

Two staff files were inspected and it was evident that staff were being employed prior to references and Disclosure Scotland checks being done. Safe recruitment practice requires to

be put in place. This remains outstanding from the previous report. There has been a high turnover of staff since the last announced inspection in October 2004. However staff commented that the present staff group work well together and they receive good support from senior staff. Exit interviews could be undertaken to monitor why staff are leaving.

National Care Standard Number 6: Care Homes for Older People - Support Arrangements

Strengths

Detailed care plans and personal plans were found to be in place for service users.

Areas for Development

Three service user's care plans were reviewed. One was found to be up to date, however, two of the plans inspected had not been regularly reviewed. There was no evaluation as to the progress for each planned area of care.

The home operates a system whereby each service user has a care plan which nursing staff complete and a personal plan which care staff complete, the personal plan is kept in the service user's bedroom. The personal plans were found to be more personalised than the care plans and contained information which identified the person's individual needs quickly and easily. The care plans, as would be expected, are more detailed but there is a duplication of information. The format in the care plan was similar for each service user which meant that the personal detail did not always emerge. The care plan should identify service user's preferences and be more personalised. The present system could be reviewed to look at how best to avoid duplication of information and how to make the care plan more personalised.

National Care Standard Number 7: Care Homes for Older People - Moving In

Strengths

A homely atmosphere was noted in the home and good interaction between staff and service users was observed. Staff were found to be very friendly and welcoming. A new service user had a personal plan and care plan in place which highlighted specific support needs. The care plan had been reviewed. Service users confirmed that they felt they could speak to staff and thought highly of them. There was evidence from the personal plan that service users are involved in completing them.

Areas for Development

The Care Commission Officer was informed that a key worker system is in operation but service users spoken to were not aware of the title. Service users should be made aware of the role and function of the key worker.

National Care Standard Number 18: Care Homes for Older People - Staying in Touch

Strengths

There were no service users at the home at the time of the inspection whose first language was not English. Some of the service users in the home need support with communication and this is highlighted in the personal plan and care plan. Informed that picture boards are available to assist in communication. Staff were observed to be aware of service users communication needs.

Areas for Development

Enforcement

There has been no enforcement action taken.

Other Information

A new home is being built in Dunblane and should be completed by summer 2006.

Requirements

1. Recruitment practice needs to be more robust to include the following:

- a) Ensure that appropriate references are obtained and available prior to new staff commencing employment.
- b) Disclosure Scotland checks must also be completed before employment commences.

This is in order to comply with:

SSI 2002.114 Regulation 9 (1) -a provider shall not employ any person in the provision of a care service unless that person is fit to be so employed.

Timescale for implementation: one month.

Recommendations

Standard 1 Informing and deciding

1. The following information should be added to the information pack;

- a) arrangements that need to be in place should private funding run out.
- b) the home's philosophy
- c) any rules that the home has
- d) policies and procedures for managing risk and reporting accidents and incidents
- e) arrangements agreed with the Commission to be put in place if the care home closes or if there is a new owner.

Standard 5 Management and staffing

2. Exit interviews could be undertaken to monitor why staff are leaving.

Standard 6 Support arrangements

3. Care plans should be regularly evaluated and this should be recorded.

4. The present system of operating two types of "plans" for individual care should be reviewed to avoid duplication and to make the care plans more personalised.

Standard 7 Moving in.

5. Service users should be made aware of the role and function of the key worker.

Linda Taylor

Care Commission Officer