

Inspection report

Erskine Mains Care Home Service

Meadow Drive
Erskine PA8 7ED

Inspected by: Anne Alexander
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 12 September 2005

Service Number

CS2003010198

Service name

Erskine Mains

Service addressMeadow Drive
Erskine PA8 7ED**Provider Number**

SP2003000260

Provider Name

Erskine Hospital Ltd

Inspected ByAnne Alexander
Care Commission Officer**Inspection Type**

Announced

Inspection Completed

12 September 2005

Period since last inspection

5 months

Local Office AddressCentral West
1 Smithhills Street
Paisley
PA1 1DD

Introduction

Erskine Mains provides residential care for older people, younger people with a physical disability and people with dementia. The Home has registration for a maximum for 34 residents. The Home is owned and managed by Erskine Hospitals Ltd and is situated in a quiet residential area of Erskine with a small selection of shops and the medical centre nearby. Accommodation is purpose built on two floors with single, en-suite bedrooms, a variety of sitting rooms, a separate dining room, smoking room and extensive, well tended gardens to the rear of the building. The home can access the facilities of Erskine home in Bishopton as both are managed by the same organisation. Erskine Mains has regular visits from physiotherapist, speech and language therapists, podiatry and hairdressing services. Residents have access to banking facilities at Erskine Mains 5 days per week. There are ample parking facilities to the front of the Home, with the home having their own transport with disabled facilities for the benefit of service users.

Basis of Report

The announced inspection was conducted by one Officer from the Care Commission and took place on 12th September 2005.

In the course of the inspection a range of records, including fire records, introductory information, staff files and care plans were examined, practice observed, the manager and 7 staff spoken with. The premises were viewed and 8 service users were asked their views and opinions of the service.

The inspection took account of The Regulation of Care (Requirements as to Care Services)(Scotland) Regulations 2002. Statutory Instrument 114 and focused on the following National Care Standards for Older people :-

- 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 in the last inspection.

Comments on Self-Evaluation

The self evaluation documentation was completed in a satisfactory manner and returned prior to this inspection.

View of Service Users

Service users who took the opportunity to speak with the officer were very positive regarding the care and support provided by the service.

"1st class care, great carers, great cooks, great cleaners, all the best"

"staff are always kind and considerate"

"5 star hotel, the care excels"

"couldn't imagine living anywhere else"

"staff ask what we would like, never assume"

View of Carers

There was no opportunity to speak with carers at this inspection.

Regulations / Principles

National Care Standards

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

Strengths

- The home had an introductory pack which was both informative and clear.
- The introductory pack was reviewed on a regular basis and service users were consulted on topics for inclusion to the pack.
- Erskine has an admission department which can offer advice and home visits to potential service users to ensure they have access to sufficient information to assist in their choice of care provision.
- Service users were encouraged to visit the home prior to deciding about moving into the home.
- The home had recent experience of implementing their emergency procedures when a problem occurred with the generator. On evaluating the response the emergency procedures had worked well.
- The manager had spent time with service users and staff reviewing this standard and the verbal response from those spoken with was positive.

Areas for Development

There were no areas for development identified at this inspection.

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

Strengths

- The home had a range of policies and procedures which reflected all legal requirements and reviewed these on a regular basis.
- Policies and procedures were part of staff induction and ongoing training within the service. Staff spoken with were aware of the policies and procedures which guide their practice.
- The home had an appointed staff training officer based at Erskine Home.
- Staff training was on target to meet with training recommendations for 2005.
- Erskine Mains had developed links with Paisley University and had input from a professional advisor who worked between the organisation and the university.
- There was a robust recruitment procedure which included enhanced disclosure and two written references.
- Volunteers who worked within the home had the same robust recruitment procedure as employed staff.
- The home was seen to comply with the agreed staffing levels as indicated on the current staffing schedule.
- The home practised in a non-discriminatory manner and had policies and procedures in place to support practice.
- Staff supervision and appraisal were developing into a robust method of staff support.
- There was a restraint policy and staff had undertaken managing challenging behaviour training. Further to this, the home had recently developed a method of identifying and

recording trigger factors relating to challenging behaviour for individual service users. This very much reflected the commitment to person centred care within the home and to reduce the factors leading to problematic situations.

- Medications had been reviewed by the organisation and this reflected best practice guidance available to staff. Staff considered the system was effective and they had access to a community pharmacist. The administration of medication was audited, internally, six monthly and staff considered that this re-enforced best practice guidance.
- Service users had good access to healthcare services to support their care needs.
- Personal allowances were maintained in a satisfactory manner and the home offered banking facilities at Erskine Mains 5 days per week.
- The home was aware of Adults with Incapacity legislation.

Areas for Development

- The home plan to review their visitors policy to ensure it is relevant and robust.

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

Strengths

- The home had an admission department who support families and service users prior to admission to the home. This support included gathering relevant information to assist the home to meet of service users.
- Support plans were detailed, person centred and reflected both medical and social models of care.
- Support plans were held in service users bedrooms.
- Reviews were held six monthly, at service users request or if there was a significant change in the support plan.

Areas for Development

There were no areas for development identified at this inspection.

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

Strengths

- The admission department assisted with the transition of information from home to the care home which enhanced the welcome service users received on moving in.
- There was a key worker system in place and several service users spoken with were aware of their key worker.
- Service users spoken with confirmed that staff were always available to discuss any issues they may have.
- Service user and staff interaction was observed to be warm and respectful.
- Service users had an initial review 4 weeks after coming to live at the home. Family and representatives including their social worker were invited to attend.
- There was information regarding advocacy services available within the home and their services had been used for service users who requested or required this support.

Areas for Development

There were no areas for development identified at this inspection.

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

Strengths

- Support plans sought to identify any communication assistance service users needed and measures put in place to secure these.
- The home had close links with a range of healthcare professionals, including audiology and opticians.
- Communication was encouraged between the home and family members to ensure the best interests of the service users were a priority.

Areas for Development

There were no areas for development identified at this inspection.

Enforcement

There has been no enforcement action taken.

Other Information

All staff were very committed to the well being of the service users.

Staff spoken with were very motivated and enthusiastic about working at the home. Many staff spend their time off duty fund raising for Erskine and accompanying service user on trips and outings.

Staff training was a priority for the organisation and was on target to meet with the National care standards recommendations on staff training for 2005.

Staff were aware of the codes of conduct for the Scottish Social Services Council and of their implications with staff registration in the next few years.

Requirements

There were no requirements arising from this inspection.

Recommendations

There were no recommendations arising from this inspection.

Anne Alexander

Care Commission Officer