

# Inspection report

## Pitcairn Lodge Nursing Home Care Home Service

Kirkton of Skene  
Westhill AB32 6XT

**Inspected by:** Rod Wood  
**(Care Commission Officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 12 January 2006

**Service Number**

CS2005089203

**Service name**

Pitcairn Lodge Nursing Home

**Service address**Kirkton of Skene  
Westhill AB32 6XT**Provider Number**

SP2003002534

**Provider Name**

European Wellcare Scotland (I) Ltd

**Inspected By**Rod Wood  
Care Commission Officer**Inspection Type**

Unannounced

**Inspection Completed**

12 January 2006

**Period since last inspection**

5 months

**Local Office Address**Johnstone House  
Rose Street  
Aberdeen  
AB 10 1 UD

## **Introduction**

Pitcairn Lodge Nursing Home is a modern purpose built home set within landscaped grounds in a quiet rural area to the west of Aberdeen. It provides a care service to a maximum of 55 older people, 4 of whom may be held for adults with a physical disability. The aim of the home is to ensure service users will be enabled to make choices and work in partnership with the staff to maximise their quality of life.

## **Basis of Report**

This report was written following an unannounced inspection carried out by one Care Commission Officer on 12 January 2006. The focus of this inspection was to examine progress with requirements and recommendations carried out at the inspection of the premises on 17 August 2005.

During the visit the Regional Manager, Manager, Depute Manager and Administration Officer were spoken with. Other staff were spoken with in passing. A number of service users and two service users relatives were spoken with during an examination of the premises.

A range of records and personal plans were examined.

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

At the last inspection 3 requirements were made two of these concerning the testing of fire alarms on a weekly basis and the obtaining of enhanced disclosure checks for all staff employed since April 2002 have been actioned. The requirement for the floorboards throughout the home to be repaired to stop the noise when they are walked on had not been actioned. Detail of the outstanding requirement is contained within the main body of the report.

In April 2005 a total of eleven requirements were made. Progress with these was further examined at this inspection. As some of these requirements were ongoing requirements their implementation will continue to be assessed at future inspections. However, the Care Commission Officer was satisfied through discussion with the Manager and examination of records that the requirements which had been given a timescale for implementation were actioned except for one requirement regarding the developing a wound management and pressure sore prevention policy and ensuring that staff implement it into practice. Whilst the policy had not yet been implemented a copy of European Wellcare's policy on wound management was examined and found to be appropriate. This policy was expected to be implemented in the next few weeks. The Care Commission Officer was also satisfied that appropriate action had been taken by management to ensure that staff were now ensuring that wound management and pressure sore prevention was now being properly managed. This will continue to be monitored at the next inspection.

## **Comments on Self-Evaluation**

Not required for this inspection

## **View of Service Users**

Observation and casual conversation with the service users during lunch time indicated that they were being appropriately cared for and attended to by staff.

**View of Carers**

Both service users relatives spoken with said they were satisfied with the care their relative was receiving and had no concerns.

## **Regulations / Principles**

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

#### **Strengths**

At the last inspection a requirement was made that the fire alarms were to be tested weekly in accordance with the Firemaster's guidance. Examination of the fire alarm records showed that this had been actioned.

Enhanced Disclosure Scotland checks for all staff employed since April 2002 had not been completed at the last inspection. This had now been actioned.

#### **Areas for Development**

None identified at this inspection.

### **Regulation 10: SSI 114 Regulation 10 Fitness of Premises**

#### **Strengths**

At the last inspection a requirement was made that the floorboards were to be repaired to eliminate the noise they make when they were walked on. The home was purchased approximately 10 months ago by European Wellcare who inherited the problems with the floorboards in the home. Effort was made by the Maintenance Person to repair the floorboards in the main reception area and this has been very successful. However, it was considered too much of a task for the Maintenance Person to carry out the repairs throughout of the building on his own as it would require a contractor to undertake the work.

The Regional Manager stated that in view of the upheaval and disruption to service users when this work was carried out it had been considered by senior management that winter time was not be the best time for this to be done. She would be meeting again with senior management quite soon when she hoped a date for the work to be done would be made.

#### **Areas for Development**

The Regional Manager is to forward an action plan giving a timescale for the work to be completed on the floorboards to the Care Commission by the 31 January 2006. This requirement has not been met.

## **National Care Standards**

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

#### **Strengths**

The Regional Manager and the Manager were in the process of introducing a number of new policies and procedures which will reflect the new owners philosophy of care. Previous

discussions with the Regional Manager indicated that the new Introductory Pack will include all the required information contained within this Standard.

### **Areas for Development**

The service had not yet developed a statement regarding the arrangements to be put in place if the home closes or if there was a new owner. As this was a company wide statement the Regional Manager was discussing it with the company's head office. It was expected that this will be included as part of the new policies and procedures when they were introduced by 31 March 2006.

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

#### **Strengths**

Examination of five personal plans showed that the relatives of service users were being involved in the reviewing process of personal plans. This recommendation has been actioned.

#### **Areas for Development**

**Enforcement**

None.

**Other Information**

None.

**Requirements**

1. The Regional Manager is to provide the Care Commission with an action plan by 31 January 2006 on when the repairs to the floorboards throughout the home are to be repaired. SSI 2002/114 Regulation 10 (2) (b).

2. The floorboards throughout the home require to be repaired to remove the noise made when they are walked upon.

This is to comply with

SSI 2002/114 Regulation 10(2)(b). - a requirement that premises are of sound construction and kept in a good state of repair internally and externally.

The following National Care Standard has been taken into account in making this requirement:

Care Homes for Older People, Standard 4.8

Timescale: To be agreed on receipt of action plan from Regional Manager.

3. The Provider is to ensure that the policies and procedures of European Wellcare are fully implemented by 31 March 2006.

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

**Recommendations**

1. A statement explaining the arrangements to be put in place if the home closes or if there is a new owner should be included in the Introductory Pack. National Care Standards, Care homes for Older People 1.

**Rod Wood**

**Care Commission Officer**