

Inspection report

Guthrie Court Care Home Care Home Service

10 Lasswade Road
Edinburgh EH16 6RZ

Inspected by: Carol Moss
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 18 January 2006

Service Number

CS2003010641

Service name

Guthrie Court Care Home

Service address10 Lasswade Road
Edinburgh EH16 6RZ**Provider Number**

SP2005007863

Provider Name

Guthrie Court Ltd

Inspected ByCarol Moss
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

18 January 2006

Period since last inspection**Local Office Address**South East Region
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Introduction

Guthrie Court Care Home is a large Victorian building that has been converted into a care home. The home is set in private grounds with its own parking. The home is situated in the Liberton area of Edinburgh, within easy reach of shops, other amenities and public transport routes.

Guthrie Court Care Home provides nursing and residential care to 78 residents. There is a residential unit providing accommodation for 28 residents and two nursing units each providing accommodation for 25 residents. There are 44 single rooms and 17 double rooms, with ensuite facilities provided in 36 of the rooms.

There are separate kitchen, laundry and staff facilities in the home.

The home has been registered with the Care Commission since 1 April 2002.

The aims and objectives of the home are to provide a service which admits and discharges, where appropriate, service users on a planned basis. Their principle aim is to respect the rights, dignity, individuality and lifestyle of the service user. A quality assurance process which seeks the views of service users and reflects their outcomes would be implemented. Feedback on the performance of the home would be sought from all stakeholders on an individual and group basis.

Basis of Report

The inspection visit was unannounced and was carried out on the 18 January 2006 by two Care Commission Officers, Carol Moss and Philip Hacking, referred to in the report as the officers.

The inspection focused on requirements, recommendations and issues for development identified in the previous announced inspection of 20, 21 and 22 September 2005. These were elements from the following standards in the National Care Standards – care homes for older people:

Standard 4 Your environment

Standard 5 Management and staffing arrangements

Standard 6 Support arrangements

The officers also referred to the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 during the inspection.

During the visit the officers spoke with the Manager, one of the deputy managers, eight members of staff, eleven residents and four relatives.

A number of bedrooms, the laundry, sluice areas and communal areas in the home were viewed and time was spent observing how staff members interacted with residents.

The officers also looked at the following records:

Fire Log

Staffing rotas

Complaints Log

Health and safety risk assessment documentation

Residents personal plans.

Action taken on requirements in last Inspection Report

There were 4 requirements made at the last inspection.

1. The service is required to develop a plan, with timescales, of a programme of upgrading of the bathing and shower facilities in the home. Regulation of Care (Requirements as to Care Services)(Scotland) Regulations 2002 No 114 10(2)(a).

No development plan was seen by officers with regard to a programme of upgrading of bathing and shower facilities in the home.

A review of the bathing facilities within the home indicated that there had not been any further developments since the last inspection visit. Given the location and type of bathing facilities and the needs of the residents the requirement to ensure appropriate bathing facilities for the needs of the residents remains. See requirement 1 of this inspection report.

2. The home must ensure that the practice of using a bedroom, other than the bedroom of the resident being treated, to administer chiropody treatments ceases. Regulation of Care (Requirements as to Care Services)(Scotland) Regulations 2002 No 114 10(2)(a).

This practice has stopped therefore this requirement has been met.

3. The service is required to ensure that they are complying with current fire safety legislation. Regulation of Care (Requirements as to Care Services)(Scotland) Regulations 2002 No 114 4 (1)(a) and 19 (3)(e).

Fire extinguishers were found to have been serviced by a responsible person in September 2005. Additional signage indicating appropriate fire exit routes were in place outside the attic offices. "Fire Action" signs were seen to indicate appropriate fire action.

The fire log did not evidence a recent emergency lighting check by a responsible person. There remained no fire / smoke detection in the medication storage rooms. Therefore the requirement to ensure the home is complying with current fire safety legislation remains. See requirement 2 of this inspection report.

4. The service is required to ensure that all commodes in the home that cannot be maintained in a safe condition are replaced. Regulation of Care (Requirements as to Care Services)(Scotland) Regulations 2002 No 114 4 (1)(a) and 4(1)(d).

Officers were informed that four new commodes had been purchased since the last inspection visit.

Officers found two commodes, one the ground floor nursing unit and one on the upper floor nursing unit, in need of repair or replacement since the plastic covering was damaged so that it was no longer possible to ensure that they were adequately decontaminated after cleaning. This requirement remains. See requirement 3 of this report.

Comments on Self-Evaluation

Completion of the Self Evaluation documentation was not required prior to this inspection.

View of Service Users

Eleven residents were spoken with in the course of the visit.

Some of the comments offered by individual residents in the course of the inspection were:

"I cannot praise the staff enough. They really do care."

"As you can see I have a lovely room and I like having my own space."

"I am very content and it's a nice homely place."

"The staff are a wonderful bunch and are such fun and we get such a laugh."

"I choose not to go to the activities but I know we have an entertainment afternoon today."

"The food is very bland and we get an awful lot of pasta."

Further comments were received regarding the food which indicated that some residents thought the overall good standard of food could at times be improved. Consideration of using residents meetings as a way of exploring residents' views in relation to their likes and dislikes was discussed by the officers and the Manager.

A number of residents were unable to express their views due to frailty and or dementia. Interaction between staff and these residents was observed to be positive, with these residents appearing well cared for.

View of Carers

Four relatives were spoken with in the course of the visit. Discussion was positive and relatives felt that the residents are well cared for and thought that the home was comfortable and staff were always willing to go the "extra mile" to be helpful.

One relative said that they thought the home would benefit from a "freshen up" and that the lift had been a constant problem because it had been out of order for ages.

Regulations / Principles

National Care Standards

National Care Standard Number 4: Care Homes for Older People - Your Environment

Strengths

Officers were informed that nine residents bedrooms had been redecorated and new lighting fitted since the last inspection visit in September 2005.

The Manager informed officers of further plans to replace carpets and to up grade furniture.

At the last inspection visit officers noted the smell of cigarette smoke in the corridor outside the designated smoking rooms and it was recommended that the home consider improving the ventilation or the smoke extraction within these areas. The Manager informed officers that the vents have been cleaned and the conservatory, one of the designated areas, was aired at meal times. No smells of cigarette smoke were found at this visit.

Temperatures of areas used to store medication in were found to be monitored and within appropriate ranges.

Areas for Development

On viewing the environment officers found areas that were of an unsatisfactory standard of cleanliness. These included the nursing units dining room and bathroom facilities in the retirement unit. The home are required to ensure that their cleaning systems ensure satisfactory standards of hygiene throughout the home. See requirement 4.

The upper area of the first floor nursing unit, that was noted at the last inspection as having considerable evidence of wear and tear, remained in need of attention. Wallpaper was noted to be peeling in parts, radiator covers damaged and the carpet had gaps between the joins. The fabric on the seat cushions on the sofa outside the nursing units dining room were found to have completely worn through in parts. It was discussed with the Manager that these areas should be targeted as urgent in the home's refurbishment plans. It is recommended that the service reviews its programme of redecoration and refurbishment of the home. (Recommendation 1)

The lift leading from the upper part of the first floor nursing unit was found to be out of action. Officers were informed that this lift had been out of action since November 2005. This has resulted in difficulties for many of the residents in this area in accessing the dining room or leaving the unit. The service are required to ensure that appropriate action is taken in resolving this situation. See requirement 5.

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

Strengths

In order to ensure that care staff in the home will have the appropriate qualifications to meet

registration with the Scottish Social Services Council the service is to be part of an SVQ training scheme being developed by Four Seasons Health Care. Progression of this will be monitored at future inspection visits.

Following a recommendation at the last inspection visit the service were developing a system where by it can clearly identify and therefore plan all staffs mandatory training needs.

General risk assessments relating to health and safety issues had been revised since the last visit. Copies of such were seen within the units.

Areas for Development

The service recognised that their system for training needed to be further developed.

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

Strengths

Following a recommendation at the last inspection visit, officers were informed that personal plans now contained details of when and under what circumstances friends and relatives should be contacted. A sample of eight personal plans, some from each unit confirmed this.

The Manager informed officers that six monthly reviews with residents, relatives, carers as appropriate were in the process of being implemented. Staff felt that reviews carried out so far had been positively received by both the residents involved and their families.

Areas for Development

Completion of outstanding reviews and thereafter an agreed review process was identified through discussion with the Manager and staff as an area the service were presently working towards.

Officers noted in many of the personal plans examined that there was little if any recording of information in the section relating to communication with relatives. This was discussed with staff who agreed that it would be good practice to record details of communications with relatives/carers regarding significant events or incidents that had occurred with a resident.

Enforcement

On 12th June 2003 an improvement notice was issued in accordance with The Regulation of Care (Scotland) Act 2001, Section 10.

This notice remains in force, while legal advice is taken regarding registration of the service following corporate take over in 2003.

Other Information

No other issues were identified at this inspection visit.

Requirements

1. The service must ensure that there are adequate bathing facilities in all areas of the home in order to meet the needs of the residents.

This is in order to comply with The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002, No 114: 4 (1) (a) - a requirement to make proper provision for health and welfare of service users.

Timescale: 6 months.

In making this requirement the following National Care Standard has been taken into account: Care homes for older people Standard 4 Your environment.

2. The service is required to ensure that they are complying with current fire safety legislation.

This is in order to comply with The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002, No 114: 4 (1) (a) - a requirement to make proper provision for health and welfare of service users.

Timescale: 4 weeks.

In making this requirement the following National Care Standard has been taken into account: Care homes for older people Standard 4 Your environment.

3. The service is required to ensure that all commodes in the home that cannot be maintained in a safe condition are replaced.

This is in order to comply with The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002, No 114: 4 (1) (d) - a requirement to have appropriate procedures for the control of infection.

Timescale: 4 weeks.

In making this requirement the following National Care Standard has been taken into account: Care homes for older people Standard 4 Your environment.

4. The service is required to ensure that their cleaning systems ensure satisfactory standards of hygiene throughout the home.

This is in order to comply with The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002, No 114: 4 (1) (a) - a requirement to make proper provision for health and welfare of service users.

Timescale: 1 week.

In making this requirement the following National Care Standard has been taken into account: Care homes for older people Standard 4 Your environment.

5. The service are required to ensure that appropriate facilities are in place to enable residents to move around easily in the home.

This is in order to comply with The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002, No 114: 4 (1) (a) - a requirement to make proper provision for health and welfare of service users.

Timescale: 1 week.

In making this requirement the following National Care Standard has been taken into account: Care homes for older people Standard 4 Your environment.

Recommendations

1. It is recommended that the service reviews its programme of redecoration and refurbishment of the home in order to ensure areas in urgent need are targeted first. National Care Standards Care homes for older people Standard 4 Your Environment.

Carol Moss
Care Commission Officer