

Inspection report

Jean Mackie Centre Care Home Service

1 Kilmartin Way
Dunfermline KY12 0BQ

Inspected by: Lorna Shewan
(Care Commission Officer)

Type of inspection: Announced (short notice)

Inspection completed on: 8 December 2006

Service Number

CS2003016298

Service name

Jean Mackie Centre

Service address1 Kilmartin Way
Dunfermline KY12 0BQ**Provider Number**

SP2004005267

Provider Name

Fife Council

Inspected ByLorna Shewan
Care Commission Officer**Inspection Type**

Announced (short notice)

Inspection Completed

8 December 2006

Period since last inspection

36 weeks

Local Office AddressLargo House, Carnegie Avenue, Dunfermline,
KY11 8PE

Introduction

Jean Mackie Resource Centre is a purpose built local authority property which provides a flexible respite service for a maximum of ten older adults. The centre is located on the edge of Dunfermline town and is easily accessible for public transport. The property includes ten en-suite bedrooms, two spacious bathrooms (one with jacuzzi bath), a lounge with self-contained kitchenette and a bright conservatory overlooking landscaped garden grounds. There are adequate car parking facilities to the rear of the building.

In addition to the respite service, the Centre also operates a day care facility, seven days per week. The Centre offers a range of services which aim to support and enable older adults to remain as part of their local community.

Respite residents have access to the day care facilities and those of the drop-in coffee shop. The coffee shop is staffed by a team of volunteers and the service provides links for older people within the community, offering light lunchtime snacks.

The organisation's published statement clearly encompasses sound principles of care, recognising and valuing the individuality of each service user and sets out its aims to provide support to enable people to achieve maximum independence and control over their lives

Basis of Report

This was an announced inspection visit. The inspection was carried out in line with the Regulation of Care (Scotland) Act 2001, the Regulations which follow the Act, mainly Scottish Statutory Instrument 114 - Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002. The establishment was assessed against the National Care Standards for short breaks and respite care for adults and care homes for older people, and selected

Standard 3 - Your Legal Rights

Standard 5 - Your Environment (Care Homes For Older People)

Standard 14 - Keeping Well - Healthcare

Standard 15 - Expressing Your Views

Standard 18 - Supporting Communication

This Report has been compiled on the following basis: -

A prearranged Inspection visit was conducted by Care Commission Officer Lorna Shewan, on 8 December 2006.

The Registered Manager was present and provided assistance in a professional and competent manner throughout the inspection visit. There were 10 respite residents accommodated at the time of the visit.

The Care Commission Officer carried out a tour of the interior of the property, informal discussion with service users and care staff, observation of work practice and viewing essential records.

The Care Commission Officers would like to thank service users, and staff for giving up their time to provide information for the inspection report.

Action taken on requirements in last Inspection Report

There were no Requirements and one Recommendation made from the last inspection visit. Progress to address the recommendation is outlined below;

It is Recommended (1) that a policy is developed with regard to visits made to the home, including visits by children. With reference to the National Care Standards, care homes for older people, standard 5 (1).

It is understood that the organisation is to develop a policy service wide with regard to visits made to the home including visit by children. Progress to address this recommendation will be subject to examination at the next inspection visit.

Comments on Self-Evaluation

The self-evaluation was completed prior to the inspection visit.

View of Service Users

During the inspection visit the Care Commission Officer had an opportunity to speak informally with three service users. Comments with regard to the service were positive and included;

"... the meals are very good..."

"... nice staff..."

"... I like coming here, meeting people and making new friends..."

"... enjoy the company and my room is nice..."

The Care Commission Officer would like to thank service users for giving up their time to provide information for this report.

View of Carers

Although this was an announced inspection visit and prior notification was given, the Care Commission Officer was not approached with views from carers about the service.

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

National Care Standard Number 3: Short Breaks and Respite Care Services for Adults - Your Legal Rights

Strengths

All service users have a signed agreement which outlines how the service will be provided to meet the individual's needs. A copy of the agreement is retained within the individual's files and a copy is retained by the service user or their representative as appropriate.

A full list of the service policy and procedure documentation is available and service users and or their representatives may request a copy of these documents on request. This is good practice,

Areas for Development

It is Recommended (1) that the written agreement should be further developed to include payment arrangements and arrangements for changing or ending the agreement. With reference to the National Care Standards, short breaks and respite care, standard 3 (3).

National Care Standard Number 5: Short Breaks and Respite Care Services for Adults - Management and Staffing Arrangements

Strengths

The day to day running of the day care and respite service is the responsibility of the Registered Manager.

There is clear and comprehensive policy and procedure documentation available to support and guide staff. Copies of these documents can be made available to residents/relatives on request.

Staff recruitment systems were subject to examination centrally. All applicants complete a detailed application form and two references are requested (one of whom should be the current or most recent employer). An individual interview and an enhanced Disclosure Scotland check are undertaken. All staff receive a comprehensive induction to the service which includes shadow shifts working alongside more experienced staff. The service had 2

requirements from the Care Commission's, safer recruitment audit of inspection year 2006/07 relating to Community Services which have now been satisfied.

There is a system to provide all staff with regular, planned supervision. Annual staff appraisals have been carried out for all senior staff within the unit and it is understood that senior staff are commencing appraisal with care staff.

The fire folder was viewed and contained detailed information, including a record of fire drills, fire training/ lectures undertaken, visits of fire safety inspections, an evacuation plan, guidelines for staff and a fire safety risk assessment.

All staff have received medication training. Medication training is comprehensive and includes a full day pharmacy training, how to use the British National Formulary, and information regarding how to complete Medication Administration Recording Charts. The course is completed with an exam. Staff who have completed the training are then supported by a senior member of staff until deemed competent. This is good practice.

The complaints folder was viewed and there have been no recorded complaints against this service since the last inspection visit.

Areas for Development

It is understood that Policy and procedure documentation is being further developed by the organisation to include when children visit the service.

The service has a fire safety risk assessment specific to the premises. It is Recommended (2) that this document is further developed to identify the people at risk, identify fire hazards, evaluate risk and decide if the existing fire safety measures are adequate, recording and regularly reviewing this information. With reference to SHTM 84 Chapter 3 Fire risk assessment.

National Care Standard Number 14: Short Breaks and Respite Care Services for Adults - Keeping Well - Healthcare

Strengths

Service users remain registered with their local GP, optician and dental service, while attending for a period of respite. Temporary arrangements can be made for those providing services in the area, should this be required.

Contact information, and any assessment/management of symptoms is clearly recorded within the individual's care plan. This information is subject to regular review and update following each period of respite.

Service users can be supported to attend pre arranged and/or emergency appointments.

Advice is sought from the appropriate healthcare professional as required.

Areas for Development

There were no areas for development identified from this inspection visit.

National Care Standard Number 15: Short Breaks and Respite Care Services for Adults - Keeping Well - Medication

Strengths

Service users are provided with support to manage their medication during their period of respite. All bedrooms are equipped with a lockable medication cabinet. Support requirements are agreed with the service user and are detailed within the individual(s) care plan. The organisation currently operates a comprehensive medication policy, and it is understood that all staff receive training on this. Medication training includes a full day pharmacy training, how to use the British National Formulary, and information regarding how to complete Medication Administration Recording Charts. The course is completed with an exam. Staff who have completed the training are then supported by a senior member of staff until deemed competent. This is considered good practice.

Service users can be supported to collect/order any medications during the short break should this be required.

Areas for Development

There were no areas for development identified from this inspection visit.

National Care Standard Number 18: Short Breaks and Respite Care Services for Adults - Supporting Communication

Strengths

Every effort is made to support respite service users with communication and encourage to make choices about their day to day life. This can be a challenging area for staff. During the inspection process the Care Commission Officer witnessed staff interactions with service users to be appropriate and respectful. Staff have experience in a variety of communication techniques and advice is sought from the appropriate professional, for example speech and language therapy, and independent advocacy, as required. Information with regard to communication support requirements was seen to be clearly recorded within the three individual plans viewed.

Staff are to be commended for their enthusiasm and flexibility, which encourages and supports respite service users to experience activities and pursue interests within the unit.

Areas for Development

There were no areas for development identified from this inspection visit.

Enforcement

There has been no enforcement action against this service

Other Information

During the inspection visit an opportunity was taken to carry out a tour of the interior of the respite unit. The property was noted to be well maintained and tastefully decorated. The entrance to the property is via automatic doors, there is a reception area and all visitors are expected to sign on entry and exiting the building. To the rear of the property there is a large enclosed garden area, enhanced with container plants. The garden area is shared with the service users who attend the day care facility. The provision of the conservatory has enhanced the lounge area and provides additional natural lighting. Work is due to commence to improve access to the day care facility. However, until this work is completed day care service users are entering the building via the rear fire exit in the respite unit. To prevent constant activation of the alarm, this door is being wedged open for short periods during the morning and afternoon. The Care Commission Officer noticed that this caused the temperature to drop within the respite unit. This was discussed in detail with the Manager during the visit. It is appreciated that this is a short term arrangement and has been agreed to ensure the safety for service users and staff. Care must be taken to ensure that the ambient temperature within the respite unit is maintained. Clarification is sought as to the expected timescales to have the work completed.

It is understood that a number of the en-suite showers require to be adjusted to improve drainage and to prevent water leaking into the bedroom areas. This was raised previously in inspection report dated 27 March 2006. A Recommendation (3) is made. It is recommended that all en-suite shower facilities are reviewed and subject to the required maintenance to ensure that respite service users may exercise choice in their bathing facilities and are not disadvantaged. With reference to the National Care Standards, short breaks and respite care services for adults, standard 8 and standard 9 (5).

Meals are served in the tastefully decorated dining room, tables are attractively set with linen table cloths, napkins and appropriate condiments. Both respite and day care service users share the dining area. Service users who wish may chose to have their meals in the respite unit. Menus are currently organised on a seven weekly rotation, taking into account service user's personal preference, seasonal changes, and dietary/nutritional needs. Staff provide information to catering staff with regard to any special dietary requirements, this information is recorded and retained in the kitchen and is subject to regular review and update as required.

The menu is clearly displayed this is good practice. It is understood that the manager has introduced a system to monitor meals and menu planning. Progress in this area will be reviewed at the next inspection visit.

There are various choices available to service users with the lunch time menu; however, the evening menu reflects only one option, although a sandwich alternative can be made available. A Recommendation (4) is made. Eating for health guidelines recommend a minimum of five portions of fruit and vegetables each day. This intake is important in relation to meeting vitamin, mineral and fibre needs. Fruit and vegetables include fresh and frozen vegetables, fresh fruit juice, soup with a high proportion of vegetables, frozen or canned fruit. It is recommended that the menu reflects service users' preferences and that a choice of vegetable is made available to service users with their meals. With reference to the National Care Standards, short breaks and respite care services for adults, Standard 13 (1).

Requirements

There were no requirements made from this inspection visit

Recommendations

It is Recommended (1) that the written agreement should be further developed to include payment arrangements and arrangements for changing or ending the agreement. With reference to the National Care Standards, short breaks and respite care, standard 3 (3).

It is Recommended (2) that this document is further developed to identify the people at risk, identify fire hazards, evaluate risk and decide if the existing fire safety measures are adequate, recording and regularly reviewing this information. With reference to SHTM 84 Chapter 3 Fire risk assessment.

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Lorna Shewan
Care Commission Officer