

Inspection report

The Elms - Edinburgh Care Home Service

148 Whitehouse Loan
Edinburgh EH9 2EZ

Inspected by: Andrea Herkes
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 28 November 2006

Service Number

CS2003010915

Service name

The Elms - Edinburgh

Service address148 Whitehouse Loan
Edinburgh EH9 2EZ**Provider Number**

SP2004005785

Provider Name

Crossreach

Inspected ByAndrea Herkes
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

28 November 2006

Period since last inspection

5 months

Local Office AddressStuart House
Eskmills
Musselburgh
EH21 7PB

Introduction

The Elms is owned and managed by Crossreach, previously the Church of Scotland Board of Social Responsibility. The home provides care to 40 elderly residents. The home is situated in private grounds in a quiet residential area of Edinburgh. There is a large enclosed garden around the property with a summer house and seating.

All of the bedrooms have en suite facilities and accommodation for residents' use is provided on ground floor and first floor levels. The upper floor can be accessed by stairs or lift.

There are three large sitting rooms on the ground floor of the main house with another sitting room on the upper floor and one in the annex. The dining room is situated on the ground floor of the main house. Appropriate bathing and toilet facilities are available throughout the home and there are separate kitchen and laundry areas.

The home has a statement of aims and objectives.

Basis of Report

This was an unannounced inspection to the home.

The inspection report was informed by consultation with the deputy manager, general discussion with members of staff on duty and discussion with residents either in small groups or individually. However, some of the residents have communication difficulties as a result of confusion or dementia therefore, communication in these instances was limited to interpretation of facial expression and gestures in response to general conversation.

Time was also spent observing practice and of interactions between residents and staff. During the inspection time was also spent with residents who were making a jigsaw puzzle.

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine what level of support was necessary. The RSA is an assessment undertaken by the Care Commission Officer which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service and action taken upon requirements.

This service was required to have a LOW level of support that resulted in an inspection based on the national inspection themes and any recommendations and requirements from previous inspections, complaint or other regulatory activity. This assessment and outcome was fully explained to the manager.

The national themes of management of residents' finances in terms of the Adults with Incapacity Act. Following up Office of Fair Trading report recommendations about transparency of information, contract and complaints systems in care homes were examined at this inspection and the outcomes are reported under the National Care Standards for Older People:-

Standard 3 Your Legal Rights

Standard 5 Management and Staffing Arrangements

The inspection also took account of the Regulation of Care (Requirements as to Care Services) Regulations 2002. Statutory Instrument 114 and took into consideration the National Care Standards, care homes for older people.

Samples of documentation and records were examined including, fire safety records, the home information folder, written agreement, internet web site and relevant policy and procedures.

Action taken on requirements in last Inspection Report

An action plan for the implementation of requirements and recommendations made at the last inspection of the home in July 2006 was provided to the Care Commission.

The previous requirements relating to safe recruitment has been considered by the organisation. Guidance for staff from Crossreach Human Resources Department has been developed and this included implementation of systems to check qualifications, professional registers, and disclosures. It was expected that this guidance was to be further supported by a policy as to how the guidance would be fully implemented across the organisation.

Comments on Self-Evaluation

n/a

View of Service Users

Residents met and who were able confirmed that they were comfortable and well looked after in the home. One resident commented that the staff were second to none and everyone was so kind.

Some of the comments made by residents were as follows:

"The home is so well kept, my room is comfortable and I'm well looked after."

"The staff are very kind nothing seems too much trouble."

"I have nothing to complain about I'm well looked after."

"The meals are very good and I'm happy here."

Some residents who were met were unable to fully articulate their views of living in the home or of the care and support provided. Observation of interaction between staff and residents indicated that staff were aware of and responsive to individual needs . All of the residents met looked clean, well nourished and comfortable.

View of Carers

No relatives or carers were met during the inspection.

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

National Care Standard Number 3: Care Homes for Older People - Your Legal Rights

Strengths

Individual written agreements were in place which gave details of the service provided, the terms and conditions and payment arrangements.

The deputy manager was aware that Crossreach were updating the policies and procedures relating to written agreements throughout the organisation and a draft copy of the proposed contract had been provided to the home. The draft written agreement had been updated in consideration of the Office of Fair Trading report into contracts and fees.

The home and organisation's information brochures inform residents of some of the policies and procedures and health and safety arrangements including fire safety and risk assessment.

Areas for Development

Implementation of the updated written agreement to be introduced in the home and all written agreements to be updated accordingly. Progress with this will be monitored at the next inspection.

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

Strengths

General policy and procedure information and those relating to health and safety were available for reference in the home.

Residents who were asked had no concerns about safety in the home and those who were able commented on the cleanliness and good general upkeep of the home environment.

Records were retained of fire safety checks and corresponding risk assessment.

Staff were kept up to date with policies and procedures through induction, Crossreach training booklets and staff mandatory training events . Some staff have completed or were in the process of undertaking SVQ training.

Appropriate anti discriminatory and equal opportunity policies were in place.

Policies and procedures were in place for recording incidents accidents and complaints. Appropriate notifications were provided to the Care Commission.

Medication needs were recorded and reviewed through care planning.

Policies and procedures were in place to guide staff in the safeguarding and recording of any financial transactions where any money or valuables were retained on behalf of residents. The home did not directly manage any residents' finances as this was done through relatives or solicitors.

An administrator takes the main responsibility for recording and management of financial transactions and for the safekeeping of valaubles although these were accessible to senior managers in the absence of the auditor.

A sample of these individual records were seen. There were records of transactions and where possible the resident has signed to confirm receipt of cash and or valuables. Individual receipts were obtained as far as possible to support each transaction but where there was a joint receipt i.e. for newspaper deliveries the overall receipt was available with the breakdown of costs attributed to the named resident.

Areas for Development

None identified at this inspection.

Enforcement

There has been no enforcement action.

Other Information

A risk assessment provided to the Care Commission following the last inspection of the home was discussed and comments on this risk assessment provided for consideration.

Requirements

None identified at this inspection.

Recommendations

None identified at this inspection.

Andrea Herkes

Care Commission Officer