

Inspection report

Clinton House Nursing Home Care Home Service

Ayr Road
Shawsburn
Larkhall ML9 3AD

Inspected by: Jim McNally
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 20 March 2007

Service Number

CS2003010566

Service name

Clinton House Nursing Home

Service address

Ayr Road
Shawsburn
Larkhall ML9 3AD

Provider Number

SP2003002417

Provider Name

Clinton House Nursing Home

Inspected By

Jim McNally
Care Commission Officer

Inspection Type

Unannounced

Inspection Completed

20 March 2007

Period since last inspection

Four months

Local Office Address

Princes Gate
60 Castle Street
Hamilton
ML3 6BU

Introduction

Clinton House provides care and accommodation for a maximum of 30 people. The Home provides 24 hour care to frail elderly, young physically disabled elderly with mental illness and the terminally ill. The service aims to offer care in a professional manner, adopting a holistic approach, whilst offering dignity and respect to each individual resident. The Home is situated in its own grounds in the outskirts of Larkhall, but close to public transport routes. There are no local amenities within walking distance of the Home. The service has been registered with the Care Commission since 1 April 2002.

Basis of Report

This service was inspected after receiving a regulation Support Assessment (RSA) 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, action taken upon requirements, etc.

The service was required to have a medium level of support that resulted in an inspection based on the national inspection themes, the core National Care Standards for the particular service type and any recommendations and requirements from previous inspections, complaints or other regulatory activity.

The national inspection theme examined at this inspection was 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.

The Care Commission Officer looked at a range of policies, procedures and records including the following:

- Registration Certificate
- Staffing Schedule
- Certificate of Insurance
- Care Plans
- Residency Agreement
- Financial Records

And spent time observing how staff worked with the service users.

The Care Commission Officer, Jim McNally, took all of the above into account and reported on whether the service was meeting the National Care Standards for Care Homes for Older People:

- Standard 3: Your legal rights
- Standard 19: Support and care in dying and death
- Standard 20: Moving on.

This report was written by Kenny Campbell (Team Manager) from notes provided by the Care Commission Officer.

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire

safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements in last Inspection Report

1. The procedure for requesting references should comply with good practice. References should be requested and received prior to applicants commencing employment and should always include a reference from a suitable person in the applicant's previous place of employment. (See www.acas.org.uk - recruitment and induction, May 2006)

This is in order to comply with:

SSI 2002/114 Regulation 9(1) and 9(2)(a,b,c) - requirements that a provider shall not employ any person in the provision of a care service unless that person is fit to be so employed and defining persons that are unfit to be employed in a care service.

and

Scottish Social Services Council - Code of Practice for Employers 1.1 and 1.3. "As a social service employer you must make sure people are suitable to enter the social service workforce and understand their roles and responsibilities."

References are now being obtained before employment is offered.

Timescale for implementation: within 24 hours of publication of this report.

2. The written record of criminal record checks (carried out via Disclosure Scotland) and checks carried out on registered nurses (via the Nursing and Midwifery Council) must be recorded in a consistent way that can be easily checked by the Care Commission and carried out in a timely manner.

This is in order to comply with:

SSI 2002/114 Regulation 9(1) and 9(2)(a,b,c) - requirements that a provider shall not employ any person in the provision of a care service unless that person is fit to be so employed and defining persons that are unfit to be employed in a care service.

and

Scottish Social Services Council - Code of Practice for Employers 1.1, 1.2 and 1.3. "As a social service employer you must make sure people are suitable to enter the social service workforce and understand their roles and responsibilities."

Timescale for implementation: within 24 hours of publication of this report.

All checks are now carried out and recorded.

3. The use of "portable" Disclosure Scotland records being used at recruitment must be discontinued and the Provider must request new Disclosures when recruiting new employees. (See Disclosure Scotland, Explanatory Guide on Code of Practice accessed from <http://www.disclosurescotland.co.uk/publications.htm>).

This is in order to comply with:

SSI 2002/114 Regulation 9(1) and 9(2)(a,b,c) - requirements that a provider shall not employ any person in the provision of a care service unless that person is fit to be so employed and defining persons that are unfit to be employed in a care service.

and

Scottish Social Services Council - Code of Practice for Employers 1.1, 1.2 and 1.3. "As a social service employer you must make sure people are suitable to enter the social service workforce and understand their roles and responsibilities."

Timescale for implementation: within 24 hours of publication of this report.
A new enhanced disclosure is applied for within first month of employment.

4. All staff employed since April 2002 must have an enhanced Disclosure Scotland check carried out by the Provider. (See Disclosure Scotland, Explanatory Guide on Code of Practice accessed from <http://www.disclosurescotland.co.uk/publications.htm>)

This is in order to comply with:

SSI 2002/114 Regulation 9(1) and 9(2)(a,b,c) - requirements that a provider shall not employ any person in the provision of a care service unless that person is fit to be so employed and defining persons that are unfit to be employed in a care service.

and

Scottish Social Services Council - Code of Practice for Employers 1.1 and 1.2

Timescale for implementation: within six weeks of publication of this report.

As above longer term staff will have a new disclosure every three years.

Comments on Self-Evaluation

Not applicable.

View of Service Users

Several service users were spoken with during the course of the inspection. All spoke positively about the care they received.

View of Carers

There were no carers consulted with 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

Service users were issued with an appropriate contract which specified terms and conditions of stay. There was an intention to further review this contract in line with the model residency agreement. There was evidence of residents' finances being discussed as part of review proceedings.

Inspection reports are available on request, and are held in an information folder.

Copies of all appropriate policies and procedures were available, including an appropriate complaints procedure.

Information was available on how the Care Home was complying with relevant legislation relating to fire, health and safety, anti discriminatory practice and risk management.

Service users spoken with indicated that they had no problems with accessing their own money and getting anything they needed from the shops. Residents can manage their own money where possible. The Manager was the only member of staff who had access to the safe out of hours.

The Manager was fully aware of the Adults with Incapacity (Scotland) Act 2000 – Guidance for Managers – Code of Practice

Areas for Development

There were no areas for development identified as a result of this inspection.

National Care Standard Number 19: Care Homes for Older People - Support and Care in Dying and Death

Strengths

Staff spoken with demonstrated sensitivity to providing palliative care, and ensured that residents were treated with dignity and respect. Three members of the care staff had also

completed training delivered by St Andrew's Hospice. The Manager demonstrated a sound knowledge of palliative care and had completed training in this area.

Appropriate policies and procedures regarding death and dying were in place to support residents and their relatives.

Appropriate arrangements were in place to allow relatives to spend as much time as possible with the deceased. Although there was no specific sleeping accommodation for relatives, it was stated that arrangements could be made to put them up in one of the lounges.

The wishes of residents in respect of spiritual, personal and funeral arrangements were recorded in care plans.

Areas for Development

There were no areas for development identified as a result of this inspection.

National Care Standard Number 20: Care Homes for Older People - Moving On

Strengths

The standard is fully met.

Service users and their relatives were fully involved in any decisions to move on. Any decision to move was made as a result of a review involving all parties and their representatives.

Areas for Development

There were no areas for development identified as a result of this inspection.

Enforcement

There has been no enforcement action taken against this service since the last inspection.

Other Information

The following recommendations were made at the previous inspection and an appropriate action plan has been received from the service to deal with them.

1. The provider should take further action to eradicate the strong odour that was evident on entering the home and also present in one of the upstairs bedrooms. Consideration should be made to changing the type of floor covering used in these areas.
National Care Standards Care Homes for Older People, Standard 4: Your Environment.
Correct cleansing agent now being applied in appropriate manner and flooring has been replaced.
2. Bedroom doors should have locks in place that can be easily opened by Service Users, from the inside. Individual Service Users who wish to have a key for their bedroom should be provided with one unless there is a risk assessment recorded in their personal plan detailing why this is not appropriate. All bedrooms should have locks on the door.
National Care Standards Care Homes for Older People, Standard 4: Your Environment.
Lock put on all bedroom doors, use of keys is risk assessed and recorded in care plan.
3. The Provider should develop and begin a programme of refurbishment to replace the furniture in the communal areas of the home that was worn.
National Care Standards Care Homes for Older People, Standard 4: Your Environment.
Programme of refurbishment now in place.
4. The Provider should provide the Care Commission with an action plan detailing how the service will meet the National Care Standard offering a single room to any service user who wishes it from April 2007.
National Care Standards Care Homes for Older People, Standard 4: Your Environment.
Three of the six double rooms are to be used as single rooms.
5. The Provider should install shower facilities on the ground floor of the home so that the privacy of all Service Users is not compromised and so that there are shower facilities on both floors of the home. This would also improve the choice of washing/bathing facilities for all Service Users.
National Care Standards Care Homes for Older People, Standard 4: Your Environment.
New shower facility fitted to downstairs bathroom.
6. The Provider should ensure that all staff attend regular fire training sessions based on current best practice guidance. (see www.infoscotland.com/firelaw - specific care sector guidance).
National Care Standards Care Homes for Older People, Standard 5: Management and Staffing Arrangements.
Fire safety training has been completed.
7. Staff awareness of the role of Scottish Social Services Council and the SSSC Employer's Code of Practice should continue to be reinforced by the Provider and Manager of the service.
National Care Standards Care Homes for Older People, Standard 5: Management and

Staffing Arrangements.

Staff now read code of practice as part of induction programme.

Requirements

There are no requirements made as a result of this inspection.

Recommendations

There are no recommendations made as a result of this inspection.

Jim McNally

Care Commission Officer