

Bonnyton House**Service name**

Bonnyton House

Service address

Beechwood Avenue

ELLON AB41 9DH

Type of care service

Care Home Service

Provider name

Mr & Mrs K Winton

Service number

CS2003000348

Date of inspection

26 April 2005

Type of inspection

Announced

Care Commission OfficeJohnstone House Rose Street Aberdeen
AB10 1UP**Period since last inspection**

29 November 2004

Introduction

Bonnyton House Care Home is a detached two-storey house, situated in a quiet residential area within easy reach of the town.

The home is registered to provide accommodation and support to a maximum of 14 older people and to provide a day care service to a maximum of two older people. The service was deemed registered with the Care Commission in April 2002.

The service produced a statement in May 2003 which says "it is the aim of staff at Bonnyton House to create a stimulating environment whereby independence, dignity and self respect of residents is promoted and maintained."

Basis of Report

Prior to the inspection the service sent a Pre Inspection return to the Care Commission.

The inspection was arranged by telephone some weeks before it took place and was carried out by one Care Commission Officer. The inspection took place between 9.30am and 4pm.

Time was spent in individual discussion with the Manager, the Proprietor and one relative of a service user who was visiting the service. Time was also spent in discussion with one Senior Care Assistant and one Care Assistant. The Care Commission Officer also had conversations with eight service users.

Other service users and staff were seen and spoken with as they went about their daily routine.

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

Services Information Pack

Complaints procedure

Admission procedure

Anti-discriminatory practice policy

Restraint policy

Accident/incident records

Staff personnel files

Training Records

Staff rota

Training plan

Personal plans and records of 3 service users

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

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the following National Care Standards for care homes for older people and for support services.

Care Home Standard 1/Support Service Standard 1:Informing and Deciding

Care Home Standard 5/Support Service Standard 2:Management and staffing arrangements.

Care Home Standard 6/Support Service Standard 4:Support arrangements

Care Home Standard 7:Moving In

Support Service Standard 6:First Meetings

Support Service Standard 10:Feeling Safe and Secure

Care Home Standard 18:Staying in Touch

Examination of the ground floor communal areas of the premises was also undertaken.

Action taken on requirements in last Inspection Reports

No requirements were made during the last inspection.

Comment on Self-Evaluation

Prior to the inspection the Manager returned a completed Self Evaluation on both the care home

service and the support service to the Care Commission.

Throughout the inspection the self evaluation was found to be an accurate reflection of how this service meets the standards.

View of Service Users

Nine out of the thirteen service users present during the inspection were spoken with by the Care Commission Officer. Service users' views have informed the findings of this inspection and are reflected throughout the report.

Service users were very happy with the support and care they receive in this service. One person described how they felt they were "treated as a person" and that Bonnyton truly was their home and the staff and service users were now like an extended family.

All the service users were aware of who their keyworker was and said that all the staff consulted them about their wants and needs.

Service users described staff as being polite, attentive and "first class".

Service users said that visitors to the home were welcome and staff always made sure guests were offered a cup of tea.

The Cook was singled out for praise from the service users as were the meals and home bakes that she makes.

View of Carers

It was possible to spend time in private conversation with the visiting relative of one of the service users. This relative's views have also informed the findings of the inspection and are reflected throughout this report.

This person described how happy her family was at the care and support her relative was getting in this service. The service user was described as having her privacy in her own room. Staff were described as being respectful and understanding of the service user's own views, preferences and personal ways.

Regulations / Principles

National Care Standards

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

Strengths

The service has a comprehensive introductory pack that includes all the necessary information needed to fully meet this standard. This includes information on the day care arrangements available which are provided integrally to the care home service. The information is well presented and easy to read.

The service has an admissions procedure which states that the information pack should be issued at the first time of contact.

The Manager stated that the local Care Managers had been issued with copies of the introductory packs.

One of the service users said he had received an information pack before moving in. The other service users spoken with had all lived in Bonnyton for some time and could not remember what information they had received prior to moving in.

The relative spoken with confirmed she had received all the information she needed prior to deciding to use this service.

The Manager stated that the most recent inspection report would be included in the introductory pack.

The Care Commission's findings from the last inspection are noted as having been discussed during a service user meeting. The Manager also reported that service users were advised of their rights to read the report and a copy had been posted on the service users notice board.

The service also has a good web site which is easy and enjoyable to use.

Areas for Development

The Proprietor and Manager stated they hoped to be able to provide an audio version of the introductory pack in the future. The Care Commission Officer looks forward to following this

development during future inspections.

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

Strengths

This service has a comprehensive range of policies and procedures which staff sign to acknowledge that they have read them during their induction and every year thereafter. Observation of staff practice and discussion with service users during this inspection shows that these written policies and procedures are put into practice by staff.

This service has an established staff group with very few changes to it since the last inspection. Staff that have been recruited since April 2002 have had Disclosure Scotland Enhanced Disclosures carried out, two references taken up and interviews carried out to assess their suitability.

The staff recently recruited have suitable experience for their posts and received induction on the service at the start of their employment. The induction programme has recently been improved by the development of a system where by staff will have recorded 'supervised practice' in administering medication. This will be repeated until the Manager or senior staff member agrees the new recruit is competent to do this task on their own.

A senior staff member was observed administering medication to service users appropriately and in keeping with good practice.

An recently retired member of staff continues to visit the home on a weekly basis as a volunteer. The Manager stated this person had no difficulties in her role as volunteer and provided a valuable social support to the service users by leading activities.

The Manager is in the process of undertaking her Scottish Vocational Qualification Level IV in Management and hopes to have it completed by the Autumn.

Quarterly staff meetings are held during which work practices are regularly discussed. The Manager stated that between the formal meetings staff would be made aware of any changes to policy or practice by her or the Proprietor in person during the verbal hand-overs between shifts.

The previous inspection made a recommendation that information on more than one service user

should not be recorded on one page. The recommendation has been successfully addressed.

Areas for Development

The National Care Standards suggest that care homes for older people should have a policy on visits made to the home, including visits by children. The Proprietor and Manager's initial feelings were that such a written policy was not necessary however they agreed to discuss it with the staff group. It is the service's decision as to whether or not they produce such a policy.

The Manager reported the considerable difficulties the service has experienced, with an external verifying body, in progressing their staff through the Scottish Vocational Qualifications (SVQ). However the service is still on target for having 50% of their care staff qualified by the end of 2005 if no further problems arise.

Discussion took place on how service users prescriptions from the GP are presented to the Pharmacist. The Care Commission uses the Royal Pharmaceutical Society of Great Britain's "The Administration and Control of Medications in Care Homes and Children's Services". This document states it is essential for managers/designated persons to see the prescription forms before they are presented to the pharmacist (Section 4.7)

The Care Commission's Pharmacy Advisor recommends that copies of the prescription forms (GP-10) should be kept in the home in order to provide a complete audit trail of medication.

The Care Commission Officer is aware that changing the practice in obtaining medications would likely result in extra work for the service and leaves it to the Manager and proprietor in this instance to decide on their actions.

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

Support Arrangements

Strengths

The service has a well developed care planning system in place which ensures support plans in keeping with this standard are produced with the service users involvement.

These plans are reviewed with service users every six months in keeping with the regulations.

Areas for Development

In one instance a slight change to a service users support needs was noted in a summary of their daily recordings. This change has not been noted in the support plan and the Manager undertook to ensure it was added.

National Care Standard Number 6: Support Services - First Meetings

Strengths

This services 'day care' is completely integrated into the care home service. The Manager described how day care attenders have the same opportunity to visit the service prior to using it, as described in the services information pack. (See Standard 1 of this report.)

Areas for Development

No day care attenders were present during this inspection; their views will be sought during the next inspection of the care home service.

National Care Standard Number 7: Care Homes for Older People - Moving In

Strengths

Service users told the Care Commission Officer that they had a keyworker and felt they could talk to them and to any of the other staff.

Keyworkers are identified in the personal plans and records show that they spend time with their key service users.

Areas for Development

None identified at this inspection.

National Care Standard Number 10: Support Services - Feeling Safe and Secure

Strengths

Each service user has a support plan and risk assessments in place which includes signed statements evidencing service users' involvement and agreement with the plans. These plans provide guidance on how to support the individual whilst ensuring they still retain their dignity and the right to make choices.

The Manager stated that no form of restraint is needed in the service.

Accidents and incidents are appropriately recorded.

Areas for Development

None identified at this inspection.

National Care Standard Number 18: Care Homes for Older People - Staying in Touch

Strengths

Communication needs are addressed as a part of the services care planning format. At the time of inspection none of the service users were identified as needing support with communication.

Service user said they kept in touch with their family and friends by post, telephone and in one instance through e-mail. Service users visit friends and family and have assistance with transport as needed.

Service users and the relative spoken with stated that visitors to the service were always made welcome by the staff, Manager and Proprietor.

The relative spoken with described how staff involved her in discussions on how best to support her relative. She also said she was included in the formal review meetings with her relatives permission.

Areas for Development

None identified at this inspection.

Enforcement

No enforcement action has been taken against this service.

Other Information

Thanks are due to the service users and staff for their continuing co-operation and hospitality.

Requirements

None.

Recommendations

None.

Donna Harvey

Care Commission Officer