

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

14 September 2006

Type of inspection

Announced

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

10 months

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 aims and objectives of the service state that they intend to "create a stimulating environment whereby independence, dignity and self respect of residents is promoted and maintained."

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 CCO 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.

As a result of the RSA this service was required to have a low level of support that resulted in an inspection based on the national inspection themes:

Standard 4: Single room availability

Standard 5: Fire safety, staff recruitment and selection

Standard 13: Eating well

During the announced visit on 14 September 2006 the Care Commission Officer spoke to:

- The Manager
- the Cook
- Volunteer
- 2 service users

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

- Fire safety records
- 3 personal plans
- Menu
- Staff meeting minutes
- Recruitment and selection policy

In addition, time was spent observing practice.

Action taken on requirements in last Inspection Reports

No requirements were made in the last inspection report.

Comment on Self-Evaluation

The Provider did not receive a copy of the Self-Evaluation document prior to the inspection taking place.

View of Service Users

Time was spent in the communal lounge during the inspection where service users were enjoying a game of whist with a volunteer and 2 care staff were chatting with service users. Staff were attentive and engaged well with service users. Two residents commented that Bonnyton House was a good place to live and it felt like one big family .

View of Carers

The Care Commission Officer did not meet any family members during the inspection.

Regulations / Principles

National Care Standards

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

Strengths

Each service user had their own bedroom. This meets the National Care Standard.

Areas for Development

No other aspect of this standard was inspected.

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

Strengths

The Manager had completed the Registered Managers Award in Health and Social Care (Scottish Vocational Qualification Level 4) since the last inspection. Six care staff were undertaking SVQ training in health and social care.

The service had a recruitment policy which was in keeping with good practice. Records showed that staff were recruited in accordance with the policy, following a process which included the completion of an application form, attendance at 2 interviews, the taking up of 2 appropriate references and an Enhanced Disclosure Scotland check.

The following elements of fire safety which are inspected by the Care Commission were at the time of the inspection found to be satisfactory. It should, however, be noted that this is not an indication that the care home complies with the minimum standards of fire safety under separate, more detailed fire safety legislation. There was a current fire safety risk assessment. Records showed that the service's fire detection system, fire fighting equipment and emergency lighting were maintained and tested regularly. Staff participated in fire safety training and fire drills twice a year.

Areas for Development

The recruitment process could be developed by including an assessment of the candidates' physical and mental fitness for the post.

National Care Standard Number 13: Care Homes for Older People - Eating well

Strengths

An assessment of nutritional wellbeing was made following discussion with the service user and/or their representatives, information from their Care Manager and observation of their food and fluid intake. This information was used to assess whether the service user was at risk of malnutrition and to develop a personal plan.

Personal plans contained information about service users' food and fluid needs. Daily notes showed that service users' were provided with food and drinks in accordance with their needs; and that assistance and encouragement to eat and drink was also provided.

The Manager and Cook were knowledgeable about service users' food and fluid needs and preferences. The Cook was given a copy of this section of the personal plan.

A service user with a reduced appetite who appeared to have lost weight was referred to the dietician. Their personal plan was updated to take account of the dietician's advice and staff were in the process of implementing the guidance. The service user's weight was recorded to assist staff in monitoring her condition.

Service users were offered 5 portions of fruit and vegetables a day. Fruit and/or vegetables were offered at each meal. There was a fruit bowl in the dining room and fruit juice was offered at meal times.

Service users met with the Manager to discuss meals and snacks. Their suggestions were passed on to the Cook and implemented where possible.

Service users were offered a selection of hot and cold drinks at meal and snack times. Drinks were available at all other times on request. Service users could also serve themselves a drink from a fridge in the dining room and some preferred to have a jug and glass by their chair or bed. Daily notes showed that service users were encouraged and assisted to drink. Staff were observed to encourage service users to drink.

Areas for Development

Although the service had some good practice information about food, fluid and nutritional care there was not a written policy (see recommendation 1). It would be helpful if the policy included information on nutritional screening, menu planning, access to snacks and drinks, and special diet provision including the dietary management of diabetes.

Service users were not routinely weighed as part of their health assessment on admission or thereafter. The service could develop their health assessment by gathering information about weight and height so that Body Mass Index (BMI) could be calculated (see recommendation 2). BMI is a key indicator of nutritional status. A copy of the Malnutrition Universal Screening Tool (MUST) which includes BMI was sent to the Manager following the inspection.

The Manager was aware of the need to monitor closely the intake of service users who were observed to eat and drink less or who appeared to have lost weight. It may be helpful when assessing the nutritional wellbeing of this group to systematically record their intake.

Enforcement

No enforcement action has been taken in relation to this service.

Other Information

There was no other information which was relevant to the inspection.

Requirements**Recommendations**

1. The provider to develop a food and nutrition policy to ensure that service users' food, fluid and nutritional care are supported by clear management guidelines.

Standard 13 - Eating Well

2. The provider to develop their health assessment to include the use of Body Mass Index (BMI) to identify and monitor service users' who may be at risk of malnutrition.

Standard 13 - Eating Well

Caroline Munro
Care Commission Officer