

Inspection report

Riverside View Care Home Service

60 Clovis Duveau Drive
Dundee DD2 5JB

Inspected by: Marion Johnston
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 10 May 2005

Service Number

CS2003010708

Service name

Riverside View

Service address

60 Clovis Duveau Drive
Dundee DD2 5JB

Provider Number

SP2006008598

Provider Name

Southern Cross Healthcare Services Ltd

Inspected By

Marion Johnston
Care Commission Officer

Inspection Type

Unannounced

Inspection Completed

10 May 2005

Period since last inspection

3 months

Local Office Address

Central East, Compass House, 11 Riverside Drive,
Dundee, DD1 4NY.

Introduction

Riverside View is a 60 bedded purpose built care home which is constructed on two levels with access for wheelchair users. The site occupies a corner position in the west end of Dundee, and has a fairly pleasant outlook onto a large garden area.

The home is owned and managed by Southern Cross Healthcare Ltd. The philosophy of the home is to provide 24 hr nursing care in a safe and homely environment. Riverside View has been registered with the Care Commission since 1 April 2002.

Basis of Report

The inspection took the form of an unannounced visit on 10 May 2005, which forms part of routine Care Commission practice.

During the visit, the Care Commission Officer spoke with:

- > The manager, Mrs Shirley Gray
- > 2 members of the nursing staff
- > 4 Residents.

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

- > Personal records of residents made by staff
- > Examination of staff recruitment documentation
- > Records of accidents and incidents, fire drills and fire alarm tests
- > Records of administration of medication.

The Care Commission Officer also examined parts of the home including communal areas.

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:

- > Standard 4 - Your environment
- > Standard 5 - Management and staffing arrangements
- > Standard 6 - Support arrangements
- > Standard 15 - Keeping well - Medication
- > Standard 19 - Support and care in dying and death.

Action taken on requirements in last Inspection Report

There were six requirements made in the last inspection report. Five of these had been met in full and the remaining one had been initiated and is progressing.

Comments on Self-Evaluation

N/A

View of Service Users

All four of the residents the Care Commission Officer was able to speak to at the time of the inspection, stated that they were happy with the care they received in the home and that most members of staff were nice.

View of Carers

No relatives were available to give comment at the time of the inspection.

Regulations / Principles

National Care Standards

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

Strengths

Only the elements which had been highlighted for improvement at the last inspection are being reported on under this standard.

The home had recently recruited additional domestic staff and it was evident at the time of inspection the impact this had on the overall cleanliness of the home.

The first floor lounge had been fitted with additional call bells to allow residents to summon staff assistance when required.

Areas for Development

Two of the call bells were on the floor of the lounge at the time of inspection. (See recommendation 1).

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

Strengths

Not all elements of this standard were examined at this inspection.

Staff records showed that safe recruitment practice was being applied.

Staffing levels in the home met with the agreed staffing schedule at the time of the inspection.

An induction programme had been implemented for new staff.

When staff are involved in financial transactions, these are witnessed. A record was kept of all transactions and two signatures obtained.

Areas for Development

Policies examined regarding the return of resident's finances at discharge made no reference to what would be a reasonable timescale for monies to be balanced and returned. (See recommendation 2)

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

Strengths

Only the elements which had been highlighted for improvement at the last inspection are being reported on under this standard.

Risk assessments were in place for residents who had been assessed as requiring the use of bedrails.

Six monthly reviews of resident's individual care plans had been started and is ongoing.

Areas for Development

None identified at this inspection

National Care Standard Number 15: Care Homes for Older People - Keeping Well - Medication

Strengths

Only the elements which had been highlighted for improvement at the last inspection are being reported on under this standard.

The home had recently installed a cooling system in the medication storage area to help ensure that the temperature of the area stayed within recommended temperature limits for the safe storage of medications.

A record was being kept of the temperature of the medication room and the fridge.

Medication administration records had been completed in full.

Areas for Development

None identified at this inspection.

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

Strengths

Only the highlighted areas for development were reported on for this standard.

Areas for Development

Policies and procedures examined made no reference to allowing the families of residents who had died, to be involved in packing the residents belongings away. (See recommendation 3)

Enforcement

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

Other Information

None

Requirements

None noted at this inspection.

Recommendations

1. Staff should ensure that call bells are easily accessible to service users. National Care Standards Care Homes for Older People Standard 9 - Feeling Safe and Secure. 2. Procedures for the return of resident's finances should clearly identify a reasonable timescale that relatives or other authorised persons can expect monies to be balanced and returned. National Care Standards Care Homes for Older People Standard 5 - Management and Staffing Arrangements. 3. The home should ensure that bereaved relatives are supported through the formal processes relating to death including arrangements about belongings. Relatives should be given clear information with regard to how soon after the death of a resident they are expected to clear and give up the room. Any change in agreed timescales should be timeously communicated to relatives to allow their involvement in the clearing of the room. National Care Standards Care Homes for Older People Standard 19 - Support and care in dying and death.

Marion Johnston

Care Commission Officer