

# Inspection report

## Notwen House Care Home Service

Kirkpatrick Fleming  
Lockerbie DG11 3AU

<b>Inspected by:</b> <b>(Care Commission Officer)</b>	Craig Martin
<b>Type of inspection:</b>	Unannounced
<b>Inspection completed on:</b>	27 March 2009

**Service Number**

CS2006117507

**Service name**

Notwen House

**Service address**Kirkpatrick Fleming  
Lockerbie DG11 3AU**Provider Number**

SP2006008223

**Provider Name**

Notwen House

**Inspected By**Craig Martin  
Care Commission Officer**Inspection Type**

Unannounced

**Inspection Completed**

27 March 2009

**Period since last inspection**

6 months

**Local Office Address**Solway House  
Dumfries Enterprise Park  
Tinwald Downs Road  
Dumfries  
DG1 3SJ

## **Introduction**

Notwen House is a care home service for older people. The service is provided within a large period house set in its own grounds and gardens; the home is in close proximity to local amenities in the village of Kirkpatrick Fleming.

Notwen House is currently registered to provide care for up to 24 older people. The accommodation consists of 20 single and 2 double bedrooms set over two floors serviced by both stairs and a stair lifts.

The home has been registered with the Care Commission under the ownership of the current service provider since October 2006.

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - 5 - Very Good

Quality of Environment - 4 - Good

Quality of Staffing - 5 - Very Good

Quality of Management and Leadership - 4 - Good

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website ([www.carecommission.com](http://www.carecommission.com)) for the most up-to-date grades for this service.

## **Basis of Report**

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission.

Views of service users

Three service users were spoken with during this visit to the care home. However, their views were not sought in relation to the focus of the inspection.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas

and associated National Care Standards, recommendations and requirements from previous inspections, complaints or other regulatory activity.

This is the second inspection visit of the 2008/9 inspection year. This inspection followed up on actions taken and progress made in the announced inspection report dated 19 September 2008, and focussed solely on the Quality Statements inspected against which had recommendations and requirements imposed. The grades awarded to Quality Statements which were not re-visited remain the same.

During the inspection process

Staff at inspection

The inspection was undertaken by Mr Craig Martin, Care Commission Officer on 27 March 2009.

The Care Commission Officer spoke with the Registered Manager and care staff during the inspection.

Evidence

During the inspection, evidence was gathered from a number of sources including the examination of a range of policies, procedures, records and other documentation.

Evidence sampled included:

Personal Plans

Staff Rota

Cleaning Schedule

Certificate of Registration

Certificate of Insurance: Public Liability

All of the above information was taken into account during the inspection process and was reported on. Inspection focus areas (IFA's) have been developed for each inspection. The focus area covered in this inspection was: Notifications. The 2008/09 inspection was undertaken using the Quality Assessment Framework and looked at the following four Themes:-

Quality of Care and Support

Quality of Environment

Quality of Staffing

Quality of Management and Leadership

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

<http://www.carecommission.com/>

Fire Safety Issues

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](http://www.infoscotland.com/firelaw)

### **Action taken on requirements since last Inspection**

2 requirements were identified in the previous inspection report dated 19 September 2008. These had been met by the time of this inspection visit.

### **Comments on Self Assessment**

Prior to this inspection the Service Provider submitted an electronic self-assessment Document. Within this they provided information about where they felt the service had strengths and highlighted sources of evidence to support their statements. In addition the service manager identified areas for development and improvement.

### **View of Service Users**

Three service users were spoken with during this visit to the care home. However, their views were not sought in relation to the focus of the inspection.

### **View of Carers**

No service user representatives were present at the time of the inspection visit.

## **Quality Theme 1: Quality of Care and Support**

### **Overall CCO Theme Grading: 5 - Very Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.**

#### **Service Strengths**

The service's performance was assessed in relation to this Quality Statement during the previous inspection and found to be very good. This statement was not re-graded following this inspection.

#### **Areas for Development**

The inspection report dated 19 September 2008 recommended that the Service Provider reviewed the Residents/Relatives Satisfaction Survey in order to ask more specific questions about how the home is managed. It also suggested that the service provider may also wish to make the practice of gathering information through questionnaires more meaningful, by developing a clear audit trail to demonstrate how the data collected would influence outcomes for service users.

The service provider completed an action plan and indicated that this recommendation would be achieved by the end of May 2009.

#### **CCO Grading**

5 - Very Good

#### **Number of Requirements**

0

#### **Number of Recommendations**

0

**Statement 6: People who use, or would like to use the service, and those who are ceasing the service, are fully informed as to what the service provides**

#### **Service Strengths**

The service's performance was assessed in relation to this Quality Statement during the previous inspection and found to be very good. This statement was not re-graded following this inspection.

Since the last Care Commission visit to the home, the service provider had revised the complaints information in the 'Residents Information Brochure' in line with the service's Complaints Procedure. The service provider had also included a statement regarding the limit of insurance cover provided by the home for service users' personal effects.

#### **Areas for Development**

None identified at this inspection.

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0

## **Quality Theme 2: Quality of Environment**

### **Overall CCO Theme Grading: 4 - Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.**

#### **Service Strengths**

The service's performance was assessed in relation to this Quality Statement during the previous inspection and found to be very good. This statement was not re-graded following this inspection.

#### **Areas for Development**

None identified at this inspection.

#### **CCO Grading**

5 - Very Good

#### **Number of Requirements**

0

#### **Number of Recommendations**

0

**Statement 2: We make sure that the environment is safe and service users are protected**

#### **Service Strengths**

The service's performance was re-graded in relation to this Quality Statement during this inspection and found to be good.

The service provider was able to demonstrate that the requirements of the inspection report dated 19 September 2008 had been met. Hoists, lifting aids and the stair lifts had been serviced. In addition, a cleaning schedule had been developed to ensure that routine attention would be given to water outlets in order to eliminate the potential risk of Legionella infection.

#### **Areas for Development**

The service's action plan provided a timescale for putting systems in place for the routine recording of hot water temperatures throughout the care home. It should be noted that the temperature of hot water at outlets in bathrooms and toilet areas was satisfactory at the time of this inspection. The service provider's action plan indicated that these records would be in place by the end of April 2009.

#### **CCO Grading**



4 - Good

**Number of Requirements**

0

**Number of Recommendations**

0

### **Quality Theme 3: Quality of Staffing**

**Overall CCO Theme Grading: 5 - Very Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.**

#### **Service Strengths**

The service's performance was assessed in relation to this Quality Statement during the previous inspection and found to be very good. This statement was not re-graded following this inspection.

#### **Areas for Development**

None identified at this inspection.

#### **CCO Grading**

5 - Very Good

#### **Number of Requirements**

0

#### **Number of Recommendations**

0

**Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.**

#### **Service Strengths**

The service's performance was assessed in relation to this Quality Statement during the previous inspection and found to be very good. This statement was not re-graded following this inspection.

#### **Areas for Development**

None identified at this inspection.

#### **CCO Grading**

5 - Very Good

#### **Number of Requirements**

0

#### **Number of Recommendations**



## **Quality Theme 4: Quality of Management and Leadership**

**Overall CCO Theme Grading: 4 - Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.**

### **Service Strengths**

The service's performance was assessed in relation to this Quality Statement during the previous inspection and found to be good. This statement was not re-graded following this inspection.

### **Areas for Development**

None identified at this inspection.

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.**

### **Service Strengths**

The service's performance was assessed in relation to this Quality Statement during the previous inspection and found to be very good. This statement was not re-graded following this inspection.

### **Areas for Development**

None identified at this inspection.

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**



**Regulations / Principles**

**National Care Standards**

**Enforcement**

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

**Other Information**

2 recommendations were identified in the inspection report dated 19 September 2008.

**Requirements****Recommendations**

**Craig Martin**

**Care Commission Officer**