Inspection report

Buccleuch Care Centre
Care Home Service
Bright Street
Hawick  TD9 0JF

Inspected by: Jan McIntosh
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 29 January 2008
<table>
<thead>
<tr>
<th>Service Number</th>
<th>Service name</th>
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<tbody>
<tr>
<td>CS2003047709</td>
<td>Buccleuch Care Centre</td>
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<thead>
<tr>
<th>Service address</th>
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<tbody>
<tr>
<td>Bright Street</td>
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<td>Hawick</td>
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<td>TD9 0JF</td>
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<tr>
<th>Provider Number</th>
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<tr>
<td>SP2003003516</td>
<td>Guardian Care Homes (UK) Limited</td>
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<tr>
<th>Inspected By</th>
<th>Inspection Type</th>
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<tr>
<td>Jan McIntosh</td>
<td>Unannounced</td>
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<td>Care Commission Officer</td>
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<th>Inspection Completed</th>
<th>Period since last inspection</th>
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<tr>
<td>29 January 2008</td>
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<th>Local Office Address</th>
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<tbody>
<tr>
<td>Stuart House</td>
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<tr>
<td>Eskmills</td>
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<tr>
<td>Musselburgh</td>
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<tr>
<td>EH21 7PB</td>
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<td>Tel no : Local 0845 600 8335</td>
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Introduction
Owned and managed by Guardian Care Homes (UK), Buccleuch Care Centre has been registered with the Care Commission since 19 December 2003. The service was previously known as Buccleuch House Care Home and the service's registration had been varied in 2007 to include St Margaret's Home (Hawick) which is also owned by Guardian Care Homes (UK) and is on the same site. The two Homes are now referred to as Buccleuch House and St. Margaret's House. The service is registered to provide residential accommodation and care to a maximum of 53 older people, 21 in Buccleuch House and 32 in St. Margaret's House.

The Home is situated in a residential area of Hawick close to local transport links and amenities. Accommodation is provided in two separate buildings. Both buildings have two floors and offer a variety of single and shared bedrooms with communal sitting and dining rooms.

The service provider states that their philosophy of care is: "Guardian Care Homes (UK) Ltd aims to provide centres of excellence by ensuring a therapeutic and fulfilling environment that is needs led and measurable, allowing service users to achieve their full potential in a stimulating environment. Staff will be assisted to develop their skills and knowledge to the full through comprehensive training and ongoing assessment."

The service employs a team of nurses and carers with different degrees of skills, expertise, experience and qualifications. The service aims to offer a home which would not entail moving, however it was recognised that there are some aspects of care that might require residents to move, for example if a resident required more specialised care in relation to progressive mental health needs.

The Officer was advised at the start of the inspection that the Manager had left. The Regional Manager arrived at the Home shortly after the start of the inspection and advised that temporary measures would be taken to cover the Home until a new Manager was appointed. The Officer asked for written details of these arrangements to be sent to the Care Commission.

Basis of Report
Before the Inspection

Regulation Support Assessment
This service was inspected 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 as a result. The inspection was then based upon the relevant inspection focus area(s) and follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity.

During the inspection process
Staff at inspection
The inspection was carried out by Jan McIntosh, Care Commission Officer and was unannounced.

Evidence
During the visit the Care Commission Officer spoke with:
- The Regional Manager for Guardian Care
- Four members of staff from across all staff grades
- Six service users

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

During the inspection, the Care Commission Officer also observed staff practice which included how staff cared for and spoke with service users.

A general examination of the premises was carried out as part of the inspection process.

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

Action taken on requirements in last Inspection Report
There were no requirements made following the last inspection.

Comments on Self-Evaluation
Not applicable for this inspection.

View of Service Users
The Officer spoke with six service users during the inspection. All stated that they were happy with the care they were receiving and with the accommodation. Representative comments included "the staff are very accommodating", "I've nothing to worry about", "it's quite nice here".

View of Carers
There were no family carers present during this inspection.
Regulations / Principles

National Care Standards

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

Strengths

It was noted that staffing levels in Buccleuch House had been reduced due to low occupancy levels. The service was carrying out regular Isaacs and Neville assessments and it was agreed greed that staffing levels will be maintained at levels appropriate to the needs of the residents.

A recommendation were made following the last inspection:

It is recommended that visitors are informed about the Home’s policy on visiting children and that training is provided to ensure that staff are clear about the policy and procedures. It was noted that signs were on display in both parts of the Home advising visitors about the policy.

Areas for Development

A recommendation were made following the last inspection:

It is recommended that staff receive training based upon the national practice statements on palliative care.
Staff spoken with stated that there had been informal training on the subject. This recommendation remains in place and progress will be monitored at future inspections.

Staff reported that there were some difficulties with the telephone arrangements in Buccleuch House and that the portable phone could not be used in certain areas of the Home. The Regional Manager agreed to review this to determine whether it could be remedied.
Enforcement
There has been no enforcement action against this service since the last inspection.

Other Information
The new quality assurance framework for the next inspection year was discussed with the Regional Manager who was advised to refer to the Care Commission website.

Requirements
There were no requirements made following this inspection.

Recommendations
1. It is recommended that staff receive training based upon the national practice statements on palliative care. This takes account of National Care Standards - Care Homes for Older People, Standard 5.4 and Standard 19

Jan McIntosh
Care Commission Officer