Inspection report

Thornlea Nursing Home
Care Home Service
21 Hawthorn Gardens
Loanhead  EH20 9EQ

Inspected by:  Giles Elliott
(Care Commission Officer)

Type of inspection:  Announced

Inspection completed on:  28 July 2008
Service Number: CS2003010673
Service name: Thornlea Nursing Home
Service address: 21 Hawthorn Gardens
Loanhead EH20 9EQ

Provider Number: SP2003002476
Provider Name: Thornlea Nursing Homes Ltd

Inspected By: Giles Elliott
Care Commission Officer
Inspection Type: Announced
Inspection Completed: 28 July 2008
Period since last inspection: 5 Months

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Introduction
Thornlea Nursing Home is situated in Loanhead close to local amenities. It is registered to provide 24 hour nursing care to 31 service users and was first registered by the Care Commission on 1 April 2002. The home has four double rooms and twenty three single rooms.

The service providers are members of the Evans family whose statement of purpose is that "we place the rights of residents at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our residents to exercise their rights to the full."

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

- Quality of Care and Support - Grade 3 Adequate
- Quality of Environment - Grade 4 Good
- Quality of Staffing - Grade 4 Good
- Quality of Management and Leadership - Grade 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) 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
Twenty service user questionnaires and twenty relative/carer questionnaires were submitted to the service. Five service user questionnaires were returned and one relative/carer questionnaires was returned.

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 and complaints or other regulatory activity.

During the inspection process

The Inspection took place on three days between 08 July and 25 July 2008 and was carried out by Care Commission Officer Giles Elliott to be known as the Officer for the remainder of this report. The Officer spoke with:

The Manager
the Operations Manager
three staff members.
five service users.
three relatives of service users.

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

5 personal plans
restraint policy
adult protection policy
child protection policy
staff training records
family/carer questionnaires
'This is My Life' booklets
activities records.

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

**Action taken on requirements since last Inspection**
The service received one requirement from the last inspection. The requirement was in regards to staff training.

The provider must satisfy themselves that food hygiene training is regularly updated. This is in order to comply with SSI 2002/114 Regulation (13)(c)(i) - a requirement to ensure that persons employed in the provision of the care service receive training appropriate to the work they are to perform.
Timescale: within one month from the receipt of this report.
The Officer noted that the service was displaying current food hygiene certificates and was
informed by the operations manager that four staff members had recently undertaken this
training. The Officer was satisfied that sufficient staff had undertaken food hygiene training.
This requirement is met.

Comments on Self Assessment
The self assessment had been carried out in a reflective manner highlighting the service's
strengths and areas for development.

View of Service Users
The Officer received five service user questionnaires. One service user responded positively
to aspects of the care and support that they received. The remaining four questionnaires had
been completed by service user's family members. All respondents were positive regarding
the quality of care and support received by their family member.

View of Carers
The Officer spoke with five service users on a one to one basis. The Officer was informed by
one service user that they felt 'pretty well looked after' and that the 'staff were good'. Another
service user described to the Officer how they liked their room and that they were 'happy' in
the home. One service user informed the Officer that they found their lunch 'delicious'. This
view was shared by another service user that the Officer spoke with who described the food
as 'good'
Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 3 - Adequate

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 had requested relative/carers of service users to complete a questionnaire regarding the quality of the care and support, the environment, the staff and the management. The Officer looked at the results of the survey and noted that the response had been positive. The Officer was also informed that a manager of the home had also carried out individual meetings with service users and their family/carer in order to find out their views of the service. Service users also had personal plans and an additional information booklet called 'This is my life'. The Officer assessed that these two documents allowed service users the opportunity to assess the care and support that they received.

Areas for Development

The service planned to hold three panel meetings on a regular basis. The panels would consist of service users, family members/carers and staff members. The operations manager informed the Officer that the meeting would be used to find out the views of people who use or are involved in the service. The meeting would also be used to encourage further participation within the home. The Officer was informed that the first of these meetings would commence shortly.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential

Service Strengths

The Officer spoke with three staff members regarding how they enabled service users to have choice within the service. Staff informed the Officer that choices regarding the service users' daily routine were offered as part of their daily practice. This would include choices of meals, what clothes to wear and what recreational activities to undertake. The Officer also spoke with the chef who was able to describe to the Officer the food likes and dislikes of each of the service users. The operations manager informed the Officer that they had worked with one service user to
enable them to access additional activities. This included the purchasing of recreational and practical items. The service had compiled booklets for the majority of service users called 'This is my life' which detailed the service user's choices and preferences. The Officer assessed that these booklets coupled with the service user's care plan exhibited a good understanding of service user's individual needs and the choices that should be extended to each of the service users.

**Areas for Development**

The Officer looked at the range of recreational activities that were offered to service users. The Officer was made aware that the activities offered lacked variety. The Officer spoke with one service user who informed the Officer that she was at times 'bored'. The Officer also spoke to a staff member who felt that there was a lack of activities organised for the residents. The Officer discussed this with the manager of the home. The operations manager was able to give anecdotal evidence of where service users had had the opportunity to access further activities such as the local Gala Day and a trip to the local museum had also been made available to one service user. The Officer accepted that these additional activities had been made available to individual service users. The Officer assessed that the variety of routinely organised recreational activities within the home was adequate. See recommendation 1. The Officer discussed with the manager that not all care plans had received a review involving the service user and their relative/carer. Although it was accepted that additional reviews had been carried out with regards to the formation of 'This is my life' booklets, formal care plan reviews had not been carried out routinely. The manager agreed that care plan reviews would be undertaken as a matter of priority. This will be followed up at the next inspection.

**CCO Grading**

3 - Adequate

**Number of Requirements**

0

**Number of Recommendations**

1
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

Information which is relevant to this standard statement can be seen in standard 1.1.

Areas for Development

Information which is relevant to this standard statement can be seen in standard 1.1.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: The environment allows service users to have as positive a quality of life as possible.

Service Strengths

The Officer assessed that the service had regular events within the service that allowed for good interactions between service users and the wider community. The service held a Burns Night, a Christmas Party and musical concerts. Service user's birthday parties were celebrated.

The operations manager informed the Officer that a service user was recently supported to attend a relatives wedding.

The Officer noted that service users were able to access an attractive rear garden on the day of inspection.

The Officer inspected one bedroom and assessed that the service user had been supported to personalise their room and had bought with her items of furniture to enhance the room.

The Officer was informed by service users and relatives of service users that they felt that the service was 'homely'. The Officer was also informed by the operations manager that the home had a rolling programme of refurbishment. The Officer noted that the service's carpets and internal decoration were in a good condition. The Officer was also aware that the service's management had made particular effort to present the communal areas in an informal and comfortable way.

The service had compiled booklets for the majority of service users called 'This is my life' which detailed preferences, interests and personal views.

The Officer assessed that these booklets coupled with the service user's care plan exhibited a good understanding of service user's preferences.
Areas for Development

The service had not completed all 'This is my life' booklets. The manager informed the Officer that the remaining booklets would be completed as a matter of priority.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 4 - Good

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

Service Strengths

Information which is relevant to this standard statement can be seen in standard 1.1.

Areas for Development

Information which is relevant to this standard statement can be seen in standard 1.1.

CCO Grading

4 - 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 operations manager informed the Officer that the service had a consistent staff team and that staff stayed in post for long periods of time. The Officer spoke with staff who had been in post for several years. The Officer assessed that this consistency of care would ensure service users had the opportunity to develop good relationships with staff. The Officer looked at staff training records and noted that the majority of staff had either attained or were in the process of attaining Scottish Vocational Qualification (SVQ) in Social Care. Several staff members had also been involved with a local college in undertaking palliative care training. Staff confirmed to the Officer that they had attended regular updates in moving and handling. In addition one staff member informed the Officer that they had recently attended elementary food hygiene training.

Areas for Development

The Officer spoke with three carers regarding their knowledge of the home's policies and procedures. The Officer noted that two staff members had limited knowledge of restraint. The Officer discussed this with the manager who agreed that those staff would need further training in this issue.

CCO Grading
4 - Good

Number of Requirements

0

Number of Recommendations

0
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

Information which is relevant to this standard statement can be seen in standard 1.1.

Areas for Development

Information which is relevant to this standard statement can be seen in standard 1.1.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: We involve our workforce in determining the direction and future objectives of the service.

Service Strengths

The Officer spoke with three carers regarding how they were involved in making contributions to the development of the service. One carer was able to inform the Officer how she had been able to raise an issue regarding a staffing issue. The staff member went on to say that she felt that the service's management had been responsive in the resolution of this issue. All staff reported that management was approachable and that if issues arose they were responded to appropriately. The manager reported to the Officer an occasion where staff had been given the autonomy to resolve a complex technical issue.

Areas for Development

The operations manager informed the Officer that staff would be invited to join a panel so they could contribute their ideas for the development of the service. The Officer was informed that the panel meetings would commence shortly.

CCO Grading

4 - Good

Number of Requirements
Number of Recommendations

0
Regulations / Principles

National Care Standards
Enforcement

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

Other Information

Requirements
None identified at this inspection

Recommendations
1. Service users should be able to routinely access a wide variety of recreational activities within the home.
National Care Standards Care Homes For Older People Standard 12 Lifestyle.

Giles Elliott
Care Commission Officer