St. Joseph's Care Home
Care Home Service
14 Cumnock Road
Robroyston    G33 1QT

Inspected by: Annmarie Palmer
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 11 July 2006
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<td>SP2003002577</td>
<td>Little Sisters of the Poor</td>
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<td>Annmarie Palmer</td>
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<tr>
<td>Central West Region</td>
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<tr>
<td>4th Floor</td>
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<td>1 Smithhills Street</td>
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<td>Paisley PA1 1EB</td>
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Introduction
St. Joseph's Care Home is registered to provide nursing and residential care to 52 older people, of which 4 can be for respite care. The Home is managed by Little Sisters of the Poor.

St. Joseph's is located in a residential area of Robroyston, which is in the East of Glasgow. The building is purpose built and all rooms are offered on a single en-suite basis. The Home consists of three floors, with living accommodation provided on the first and second floor. Lift access is available. The ground floor of the Home has several rooms dedicated for the use of recreational, leisure and health activities. Chapel facilities are available to those service users who wish to use them. The Home is surrounded by large well maintained gardens.

Basis of Report
This inspection was an announced visit and was carried out by two Care Commission Officers and a Lay Assessor over one day.

The Service Manager had not used the Electronic Return function on the website, but had submitted a paper copy to the Care Commission for inclusion onto the database.

During the inspection the Care Commission Officers and Lay Assessor were able to speak with eight service users, three visitors, and five staff members which included the Manager and Depute.

This service was inspected after a Regulation Support Assessment (RSA) was carried out 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 requirement etc.

This service was required to have a low level of support that resulted in an inspection based on the National Care Standards for Care Homes for Older People, in particular:

Key Standard 19-Support and Care in Dying and Death

This inspection visit also focussed on the themes set out for Care Homes for Older People 2006-7

Fire Safety
Single, Double and Multiple Room Occupancy
Safer Recruitment.
Nutrition

The Care Commission Officer also looked at a range of policies, procedures and records, some of which are included in the following:

Service users’ personal plans and individual service agreements and review documentation
Restraint Policy
Whistle Blowing Policy
Staff Recruitment Policy
Staff Training and Personnel Records
Fire Safety and Maintenance Records
The Officers also observed interaction between service users and staff members.

In addition to this the Officer examined the environment to ascertain levels of cleanliness and maintenance of equipment and decoration within the Home, and paid particular attention to the dining room environment as nutrition was a key theme within the inspection.

**Action taken on requirements in last Inspection Report**
Not applicable

**Comments on Self-Evaluation**
The self-evaluation document had not been received at the time of inspection, but was completed and submitted within a few days. The service manager was able to provide detailed information regarding the current stage of service development and delivery, and the areas highlighted for development.

**View of Service Users**
The service users who were interviewed were highly complimentary regarding the accommodation, the service and the staff. For examples of comments made please read the Lay Assessors report under other information.

**View of Carers**
The carers interviewed stated that they were extremely happy with the service provided for their relatives and friends. There was a number of visitors throughout the building on the day of inspection and they were seen to be using the facilities for entertaining visitors as provided by the service. For examples of comments made please read the Lay Assessors report under other information.
National Care Standards

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

Strengths

The service provides all service users with a single ensuite bedroom.

The Home had a fire safety risk assessment specific to fire safety and the premises carried out by a competent person.

There was a fire safety policy and emergency fire evacuation plan in place. Staff were aware of their responsibilities under this policy.

The Service carried out fire drills on a regular basis, and had adequate policies procedures and checks in place to ensure the safety of premises and equipment.

The Service had appropriate emergency arrangements in place in the event of fire and resettlement of residents.

The Service had a fire officer appointed.

The Service carried out fire training for staff at monthly staff meetings.

The Service had a complete Fire Safety Audit renewed six monthly.

The Service had recently installed an additional Malibu Bath for the use of service users.

Areas for Development

The Service should ensure that daily checks of fire escape routes are recorded.

It was noted at inspection that escape routes within the home were not indicated by proper signage.

It was noted at inspection that in a few areas the vinyl floor covering required to be re-laid.
Strengths

All the required policies and procedures were in place. These include policies and procedures for administration of medications, whistle-blowing, complaints, recruitment and selection, health and safety, fire safety, health and safety, personal plans, equal opportunities, and managing risk.

The Officers were advised by the Manager that the staffing schedule issued by the Care Commission was being adhered to.

The Service had an extensive training programme in place for staff that took account of the needs within the service user group. The Service provided nursing services had good links to the Allied Health Professionals Team for healthcare support and training.

The service had carried out Enhanced Disclosure Checks for recent employees.

The Service had acceptable recruitment policies and practices in place, including health care checks, and references.

The Provider had a system in place for checking the registration of trained nurses with the NMC, and for overseas nurses had checks in place with their former nursing college and employer.

Areas for Development

The Provider had not completed enhanced disclosure checks for all employees employed after 31st of March 2002.

The Provider had not implemented the good practice guidance for retrospective disclosures of staff employed since 1st of April 2002 and re-checking of enhanced disclosures.

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

Strengths

Service user’s food choices and preferences were recorded in their care plans, and the service held monthly residents meetings where their views regarding the menus were sought.

The menu offered a wide range of choices for the midday and teatime menu.

The Service offered a selection of cooked items for breakfast.

The menu was nutritionally balanced and offered a minimum of eight portions of fruit and vegetables per day, and took into account the dietary needs of the service users.

There was ample provision of snacks and hot and cold drinks for service users throughout
The staff assess and monitor the nutritional state of residents and take any action required to ensure the well-being such as seeking advice from GP's and dieticians.

The meals were well prepared and presented, and of food handling followed good hygiene practices.

The dining experience for service users was to be highly commended, service users commented on the quality of the food and choices available, the ambience of the dining areas, and the excellent service by staff. The same standard was noted throughout the home including the dining rooms for the frailer residents who required assistance.

The preferred eating place for service users was recorded within the care plans.

The Service provided softer liquidised options for the diet and adapted cutlery and crockery if required.

There was evidence of residents having received dental checks twice yearly.

**Areas for Development**

The Service should develop the nutritional policy to include a statement and guidance for fluid intake.

The Service should ensure that the Cook accesses training for the intermediate level food hygiene qualification.

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

**Strengths**

The Service had a policy in place outlining the approach to death, dying and bereavement.

The Home had a Chapel within the building where many of the funeral services of residents had taken place, service users frequently attended services, and any gatherings for the bereaved.

There was a section within care plans outlining who should be informed in the event of the persons dying or death and any spiritual needs or funeral arrangements that should be put in place.

Service users and their family and given the choice of being supported by the care home or transferring to hospital when seriously ill.

Staff were aware of the policy for supporting relatives following the death of a loved one.

Staff supported relatives to be with the service user at the time of their death, and made accommodation available for their use at this time, and provided hot drinks and snacks to
ensure their comfort.

The Service had a policy in place to ensure that the comfort and healthcare needs of the service user was met at this time.

The Service had information on the last offices for a variety of religious denominations.

Relatives were supported to stay with their loved one for as long as they wished during and after death had occurred.

**Areas for Development**

The care plans did not always record the information outlining the wishes of the service user in meeting their care and spiritual needs at the time of the death or their wishes regarding funeral arrangements.
Enforcement
Not applicable

Other Information
Progress on recommendations from previous report

Standard 5
1. The Manager should ensure that prescribed wound management products are recorded in accordance with current best practice.
Progress: this information is now recorded on the MARS sheet; this recommendation has been fully implemented.

Lay Assessor Inspection Report

Name of Service inspected
St. Joseph’s Care Home Robroyston

Date of Inspection
11th. July 2006

Name of Lay Assessor
Barbara Barnes

The Report

St. Joseph’s is a purpose built care home, which is set in beautifully kept gardens. There are 50 individual rooms, which are all ensuite. The décor of each room is different and all are bright and comfortably furnished. The home has the services of a doctor, chiropodist, physiotherapist, occupational therapist and hairdresser and all have exclusive use of a specific room.

I spoke to 8 residents and all were very complimentary about the care they receive and the food provided.

One lady said- ‘I wouldn’t change places with the Queen! The staff are wonderful. They will do anything for you. We can get anything we want. My son can sleep at night knowing that I am so well cared for’.

Others commented-
‘There’s lots to do’
‘The food is very nice’

‘In the Café area we can make coffee whenever we want and for our family too’.

I spoke to 2 sisters who are residents and one commented-
‘I love it here. I can go to Mass every day. We are so lucky to be here as we came in together 2 years ago. Our food is very nice and although my sister is a poor eater she can have anything she wants. The home is spotlessly clean too.’

A visiting relative said that he was so pleased that his sister was ‘so well looked after and happy’.

One of the staff members said she ‘loved working here and wouldn’t want to be anywhere else’.

Another member of staff commented that ‘it’s very nice here’.

There are so many extra touches, which make the home so caring-
- dinner tables set with cloths and linen napkins, flowers and china cups and saucers.
- small sitting rooms with homely touches such as a box of tissues on a table.
- library with a big selection of large print books and audio books.
Activities such as shopping trips, dancing classes, quizzes and bingo.
I visited the Arts & Crafts group. Everyone there was having great fun making cards, wall hangings, cushions and floral decorations, which they sell to raise funds.
There is a balcony area where meals are served in good weather and an area in the gardens where residents can enjoy the numerous plants and hanging baskets.
Some of the residents get the opportunity to have a break in Ireland.
This was a very enjoyable visit to a warm, caring home where the needs of the residents are paramount.

Requirements
1. The Provider should ensure that all relevant safe recruitment checks for employees are carried out including Enhanced Disclosure Checks for all employees employed since the 31st of March 2002. This is to comply with SSI 2002/114 Regulation 19(2) (a) Records and SSI 2002/114 Regulation 9(1) Fitness of employees. This requirement takes account of Care Standards for Older People, Key Standard 5-Management and Staffing Arrangements, and the SSSC Code of Practice-Employer, Make sure people are suitable to enter the workplace.

Recommendations
1. The Service should ensure that adequate signage indicating fire escape routes is provided throughout the building and that daily checks of fire escape routes are recorded. National Care Standards, Care Homes for Older People, Key Standard 4-Your Environment

2. The Provider should develop best practice to ensure the fitness of staff by completing enhanced disclosure checks for all staff employed prior to the first of April 2002, and develop policies and procedures for periodically rechecking EDCs of staff. Standard 5, Management and Staffing Arrangements.

Annmarie Palmer
Care Commission Officer