

DUNDEE CITY COUNCIL

REPORT TO: SCRUTINY COMMITTEE - 9TH SEPTEMBER 2009

REPORT ON: UNANNOUNCED INSPECTION OF JANET BROUGHAM HOUSE,
CARE HOME FOR OLDER PEOPLE BY THE SCOTTISH
COMMISSION FOR THE REGULATION OF CARE

REPORT BY: DIRECTOR OF SOCIAL WORK

REPORT NO: 437 - 2009

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to report on the findings of the inspection of the findings of the Inspection of Janet Brougham House Care Home carried out on 24th March 2009.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that the Scrutiny Committee:
- (i) notes the contents of this report; and
 - (ii) requests that the Director of Social Work monitor the continued progress towards improving this service.

3.0 FINANCIAL IMPLICATIONS

- 3.1 None

4.0 MAIN TEXT

- 4.1 Janet Brougham House was inspected on 24 March 2009 by the Scottish Commission for The Regulation Of Care. A report of the findings was published on 11 May 2009. At the time of the inspection there were 24 older people resident at Janet Brougham House.

- 4.2 The Care Commission's focus of inspection targeted the following Quality Themes.
- Quality of Care and Support
 - Quality of Environment
 - Quality of Staffing
 - Quality of Management and Leadership.

Each Quality theme is made up of several quality statements and this inspection focussed on eight of these quality statements.

- 4.3. The Care Commission identified the following strengths at Janet Brougham Home from the quality themes and statements inspected.
- There was strong evidence that Service User's and Carers were encouraged to participate in both assessing and improving the quality of the service provided by the Home.
 - There was good evidence and practice that the Home sought Service User's and Carer's views independently

- There was good evidence that Service User's were encouraged to participate in care planning
- There was very good evidence that Service User's health and wellbeing needs were met
- There was good evidence that staff attended specialist training in order to meet Service User's care needs.
- There was good evidence that Service User's felt safe and protected
- There was good evidence that the Home adhered to strong and robust recruitment and selection procedures
- There was strong evidence that Service User's and Carers were confident about the quality of the management and leadership in the service.
- There was good evidence of a strong ethos of and model of practice to continually improve the service.
- There was evidence of good practice of involving staff in quality assurance.

4.3 **Evaluation**

The Care Commission can apply the following to Services:

- Enforcement Action
- Requirements
- Recommendations

Janet Brougham Home did not receive any enforcement actions, requirements or recommendations following the Inspection.

4.4 **Quality Indicators**

4.4.1 Scottish Commission For The Regulation Of Care reports use a six-point scale for reporting performance:

6	excellent
5	very good
4	good
3	adequate
2	weak
1	unsatisfactory

4.4.2 These grades that were awarded are as follows:

Quality Theme	Overall Grade
Quality of care and support	5
Quality of environment or information	5
Quality of staffing	4
Quality of management and leadership	4

5.0 **POLICY IMPLICATIONS**

5.1 This report has been screened for any implications in respect of Sustainability, Strategic Environment Assessment, Anti-Poverty and Equality Impact Assessment and Risk Management.

There are no major issues

6.0 CONSULTATION

- 6.1 This report has been subject to consultation with the Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance) and Head of Finance.

7.0 BACKGROUND PAPERS

- 7.1 The following Background Paper was relied upon in preparation of this report:
- Inspection Report Dundee City Council - Janet Brougham House

Alan Baird
Director of Social Work.

Date: 21st August 2009

Inspection report

Janet Brougham House Care Home Service

Banchory Road
Dundee DD4 7TQ

Inspected by: Paul Clemson
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 24 March 2009

Service Number

CS2003000476

Service name

Janet Brougham House

Service address

Banchory Road
Dundee DD4 7TQ

Provider Number

SP2003004034

Provider Name

Dundee City Council

Inspected By

Paul Clemson
Care Commission Officer

Inspection Type

Unannounced

Inspection Completed

24 March 2009

Period since last inspection

9 months

Local Office Address

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

Introduction

Janet Brougham House is a Care Home for Older People and is registered to provide care for 24 residents. The home is run by Dundee City Council. The Janet Brougham home is the third in a series of dementia friendly residential homes built in recent years by Dundee City Council. It is a single storey construction providing 24 bedrooms with en-suite shower rooms and associated resident and staff accommodation.

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 - 5 - Very Good

Quality of Staffing - 4 - 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) for the most up-to-date grades for this service.

Basis of Report

The focus of this inspection was to determine the service's compliance on the requirements and recommendations which were made in the last inspection report (18 June 2008) and any improvements which have been made since the outcome of the last inspection.

This report should be read in conjunction with the last inspection report as this will give full details of the strengths and any areas for improvement identified under the statements and themes.

Before the Inspection

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

Annual Returns (ARs) are used to ensure that the Care Commission has up to date and accurate information about care services. The information provided will also be used in the Regulation Support Assessment (RSA) process to determine how services will be inspected.

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 based upon the relevant Inspection Focus Area (IFA) and associated National Care Standards - Care Homes for Older People, recommendations and requirements from previous inspections and complaints or other

regulatory activity. This included a sample of the service user quality statements from each Quality Theme and a Quality Statement chosen by the CCO in each theme. The IFA for 2008/09 for this category of service is Notifications.

The Care Home had also submitted a completed self assessment form prior to the inspection.

This report was written following an unannounced inspection which took place on 24 March 2009. The inspection was carried out by Care Commission Officers Paul Clemson and Mrs Lynn Kennedy.

During the inspection, evidence was gathered from a number of sources including:

A review of a range of policies, procedures, records and other documentation including the following:

Certificate of Registration

Supporting evidence as indicated in the service's Self Assessment

Service user's personal plans

Training records

Health & Safety records

Accidents and Incident records

Discussions with a range of people including:

The Manager

Care Staff

Service Users

Observation of staff practices

Examination of the environment

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>

This service will receive a minimum of 2 inspections over the year 2008/09.

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

There were no requirements made in the last inspection report.

Comments on Self Assessment

A completed Self Assessment document was submitted by the service. This gave relevant information for each of the Quality Themes and Statements. The manager had identified some areas that he thought they did well, some areas for future development and how they planned to implement changes and further develop the service. It also included information on how service users participated in the process.

View of Service Users

Service Users who spoke with Care Commission Officers on the day of the inspection expressed themselves to be very happy in the home and satisfied with the quality of care and support provided to them.

View of Carers

There was an opportunity at the inspection to talk with three relatives of service users that used the service. The relatives that spoke with the Care Commission Officer expressed that they were very happy with the quality of care received from the home.

Specific comments made by the relatives included:

"Bright and cheerful, helpful staff."

"Very nice and homely."

"I am very impressed with dedication of staff and the homely feel to the home. It is a credit to all involved and a model for the future."

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

This service was found to have very good performance in relation to this statement.

Please refer to the last inspection report dated 18 June 2008 for the strengths which have been identified.

One recommendation was made at that time:

The service should develop further service user and carer engagement methods and implement further existing developments in order to meet the needs and wishes of those who use the service.

The improvements which have been made since the last inspection are as follows:

Further service users and carers meetings had been held and further meetings were being scheduled for the future. Documentation in the form of minutes provided from the ' residents and carers group' meetings, recorded exchange of information between service users, relatives and care staff. The minutes suggested that the opinions and wishes of the service users and relatives present were being taken into account in directing service users' care effectively.

The Care Commission Officer briefly reviewed the grade for this statement and confirmed that the service had made improvement, warranting an increased grade.

Areas for Development

The service should continue the very good practice in this area.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We ensure that service user's health and wellbeing needs are met.

Service Strengths

This service was found to have very good performance in relation to this statement.

Please refer to the last inspection report dated 18 June 2008 for the strengths which have been identified.

The improvements which have been made since the last inspection are as follows:

if- As part of the self assessment the service highlighted that they were aiming to ensure staff continued to be included in any development updates, and to provide all staff with Palliative care training.

if- The Manager stated that training regarding palliative care had commenced for some staff members. Further training was planned to take place. (Please refer to 'Areas for Improvement' for Quality Statement 1.3 in last inspection report)

The Care Commission Officer briefly reviewed the grade for this statement and confirmed that the current grading remained appropriate.

Areas for Development

The service should continue the very good practice in this area.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

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 environment within the service.

Service Strengths

This service was found to have very good performance in relation to this statement.

Please refer to the last inspection report dated 18 June 2008 for the strengths which have been identified.

One recommendation was made at that time;

The service should develop further service user and carer engagement methods and implement further existing developments in order to meet the needs and wishes of those who use the service.

The improvements which have been made since the last inspection are as follows:

if- Service user and carer led groups had met on a regular basis and further meetings were being scheduled for the future. Documentation in the form of minutes provided from the 'Service users' meeting, recorded exchange of information between relatives and care staff. The minutes and documentary evidence suggested that the opinions and wishes of the service users present were being taken into account in directing their request and suggestions, regarding the quality of the environment effectively.

The Care Commission Officer briefly reviewed the grade for this statement and confirmed that the service had made improvement, warranting an increased grade.

Areas for Development

The service should continue the very good practice in this area.

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

This service was found to have very good performance in relation to this statement.

Please refer to the last inspection report dated 18 June 2008 for the strengths which have been identified.

The Care Commission Officer briefly reviewed the grade for this statement and confirmed that the current grading remained appropriate.

Areas for Development

The service should continue the very good practice in this area.

CCO Grading

5 - Very 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

This service was found to have good performance in relation to this statement.

Please refer to the last inspection report dated 18 June 2008 for the strengths which have been identified.

The Care Commission Officer briefly reviewed the grade for this statement and confirmed that the current grading remained appropriate.

Areas for Development

The service should continue the good practice in this area.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service Strengths

This service was found to have very good performance in relation to this statement.

Please refer to the last inspection report dated 18 June 2008 for the strengths which have been identified.

The Care Commission Officer briefly reviewed the grade for this statement and confirmed that the current grading remained appropriate.

Areas for Development

The service should continue the very good practice in this area.

CCO Grading

5 - Very 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

This service was found to have good performance in relation to this statement.

Please refer to the last inspection report dated 18 June 2008 for the strengths which have been identified.

The Care Commission Officer briefly reviewed the grade for this statement and confirmed that the current grading remained appropriate.

Areas for Development

The service should continue the good practice in this area.

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

This service was found to have very good performance in relation to this statement.

Please refer to the last inspection report dated 18 June 2008 for the strengths which have been identified.

The Care Commission Officer briefly reviewed the grade for this statement and confirmed that the current grading remained appropriate.

Areas for Development

The service should continue the very good practice in this area.

CCO Grading

5 - Very Good

Number of Requirements

0

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

Lay Assessor report by Ms Heather Blair / supported by Liz Melville

This service is a lovely new purpose built and well laid out care home. There appears to be sufficient parking and entry to the care home is gained by using the entry system, which also has a camera (this was hard to find, position far too low and not really clear as to which button to press!)

The Care Home is bright and spacious with good communal areas both inside and out. The 3 separate lounges are spacious and comfortable with a lovely sun room leading to the garden area of the establishment. The dining room was clean and well planned out with nicely laid tables with table clothes and condiments which gave the impression of restaurant style dining and the room was bright with lots of opportunities for natural lighting to enhance the room. During lunch time I observed staff interacting well with the residents and assisting when required.

I also took the opportunity to go round and talk to the residents - "No complaints" was the overall reply - and I would like to say that the food was lovely and tasty.

The residents all appeared happy and contented, but would probably benefit if an activities co-ordinator was in post. The staff talked about "all pulling together to get things done", and it was also mentioned that "an additional staff member at various times of the day would be beneficial".

Many of the residents talked about how helpful and kind the staff were and the staff gave the impression that they knew the service users very well.

The central area within the building looked out onto a paved seating area within an enclosed garden area, where nice shrubs were also planted.

The bedrooms all appeared to be well laid out and spacious and the residents were encouraged to personalise their rooms with their own belongings - each room had an en-suite shower-room.

I spoke to 6 service users within the sitting rooms, dining room and I was also invited into one of the residents room. Here are some of their comments:

"You get choices of what you want to eat"

"The soup and puddings are good"

"The food is really good"

"You get soup, sandwiches or what ever you fancy!"

"I have a beautiful room"

"We have everything we need in here"

"My family are coming to visit me today"

"I think my room is lovely"

"I have brought my own stuff with me here!"

"It's very, very good"

"My family put up a display unit - to put all my pictures and ornaments on - in my room"

"No complaints what-so-ever"

"She keeps us going" (This quote was made in reference to one of the staff members when she was playing a game with the residents.)

Requirements

There were no requirements made during this inspection.

Recommendations

There were no recommendations made during this inspection.

Paul Clemson

Care Commission Officer