

Fram House

Service name
Fram House

Service address
High Street

Beauly IV4 7BT

Type of care service
Care Home Service

Provider name
Nansen Highland

Service number
CS2003008526

Date of inspection
19 March 2007

Type of inspection
Unannounced

Care Commission Office
Inverness

Period since last inspection

Introduction

Fram House was registered with the Care Commission on 22 March 2004 to provide a Care Home service to a maximum of 5 adults with Learning Disabilities. Overall management was the responsibility of Nansen Highland a non-profit governmental body registered as a Scottish Charity. Nansen Highland also managed a support Service at Redcastle, Muir of Ord and service users made good use of this service.

Fram House was located in the centre of Beauly. The house was not purpose built for this service, however the accommodation comprised of four en suite bedrooms, a large living room, a large kitchen adapted for purpose and staff accommodation/office, garden and outside storage.

The accommodation was in a good state of repair and the atmosphere felt welcoming and relaxed.

The aims of the service were to provide a safe, secure, stimulating and caring environment whilst also respecting each person as an individual. They strive to promote opportunities for the service user to develop for their own future. Staff hoped to provide a warm, safe and stable environment, which provided care and support while meeting the individual needs.

Basis of Report

This report is based on consideration of the services compliance with the Regulation of Care (Scotland) Act 2001. The inspection focused on the Scottish Statutory Instrument 114 of the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002,

This service was inspected after carrying out a Regulation Support Assessment (RSA) to determine what level of support was necessary. The RSA is an assessment undertaken by the Care Commission Officer 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.

Prior to the announced inspection visit, the service completed an electronic version of the annual return containing information about the service. A Self Evaluation form had not been submitted prior to the time of inspection.

The unannounced inspection took place on Monday 19 March 2007. The Officer spoke with one member of staff. The premises were viewed and time was spent observing how staff members worked with service users.

The Care Commission Officer looked at a range of policies, procedures and records associated with the care of service users and the provision of the service.

Examination of documentation also included ensuring compliance with current regulations.

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the following National Care Standards for Care Homes for people with learning disabilities.

Standard 3: Your Legal Rights

The inspection theme Fair Terms of Care will also be reported on in the body of the report.

Action taken on requirements in last Inspection Reports

All requirements noted in the services previous report had been met.

Comment on Self-Evaluation

The self-evaluation had not been completed by the service prior to the unannounced inspection.

View of Service Users

The service users contributed to the inspection process. The service users warmly welcomed the Care Commission officer. They all took the opportunity to talk openly about their service experience. Throughout the inspection the service users appeared relaxed and happy in their environment.

View of Carers

There were no family members or independent representatives present at the time of the inspection.

Regulations / Principles

National Care Standards

National Care Standard Number 1: Office of Fair Trading - Contract Arrangements, Inspection and Complaints Information

Strengths

An informative brochure providing general information about the care home, facilities and services provided was available to all new prospective service users and or their relatives/representatives.

The brochure included information about the complaints procedure, which included the name and, contact number for the Care Commission. The homes complaints procedure was readily available to staff and members of the public on the services web site. The web site also made a direct link to the Care Commission web site. Care Commission complaint leaflets were available in the home. Service users confirmed that should they wish to make a complaint they would approach their key worker and or the service manager. Staff confirmed that they would support service users to progress matters should the need arise. The Care Commission Officer inspected the services complaints record, which was found to be in order.

Staff confirmed that they were able to access the services most recent inspection report, which was retained in the staff quarters. The Care Commission officer was informed that a copy of that report would be made available to any individual on request, including prospective service users.

Areas for Development

The service has agreed to develop a contract in line with the model residency agreement informed by the Office of Fair Trading; Fair terms of care document. The contract should include the service users right to live in the home, payment arrangements and arrangements for changing or ending the agreement. (Recommendation 1)

The service intends to develop their complaints procedure with the aim of making it more service user friendly.

National Care Standard Number 2: Office of Fair Trading - Safekeeping of Money and Valuables

Strengths

The service had a policy in place for `residential financial management`

The Care commission officer observed evidence that following a risk assessment on admission;

service users were supported accordingly to manage their own finances. Support given was evidenced through care planning, daily records and a monthly summary. All collated information was used to inform the review process which lead to changes in the service users aims/objectives and short/long term goals in this area.

Service users spoken with confirmed that they held their own bank accounts with bank books. The service users requested that the service retain these for safe keeping when not in use.

At the request of service users i.e. bank statements, which were sent to the individuals at the home, were held securely and separately from their care plans.

The management of the service was aware of their responsibilities in respect of Part 4 of the Adults with Incapacity (Scotland) Act 2000.

Areas for Development

The service has agreed to update their policy on financial management to include safe keeping of valuables procedure.

National Care Standard Number 3: Care Homes for People with Learning Disabilities - Your Legal Rights

Strengths

For those service users funded by the Local Authority, a contract was in place letter of commitment - between the care service and the local authority.

Information relating to personal insurance of items was included in the information brochure. The care commission Officer discussed this matter with the manager of the service.

Policies and procedures were available to service users and their representatives on request. Evidence was available to confirm that the home complied with relevant legislation relating to fire, food hygiene, health and safety and risk management.

Areas for Development

The service has agreed to develop a contract in line with the model residency agreement informed by the Office of Fair Trading; Fair terms of care document. The contract should include the service users right to live in the home, payment arrangements and arrangements for changing or ending the

agreement. (Recommendation 1)

National Care Standard Number 15: Care Homes for People with Learning Disabilities - Keeping Well - Medication

Strengths

Keeping Well Medication was not inspected on this occasion however a recommendation was made as a result of the Care Commission Officers previous inspection of this service.

Areas for Development

The service had progressed in this area however further development work was necessary in order to fully comply with current best practice guidance The Administration and Control of Medicines In Care Homes and Children s Services. (Royal Pharmaceutical Society of Great Britain 2003) (Recommendation 2)

Enforcement

Other Information

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

Requirements

Recommendations

Recommendation 1. The service should develop a contract in line with the COSLA model residency agreement once this has been finalised.

National Care Standards for Care Homes for People with Learning Disabilities Standard 3 Your legal rights

Fair terms for care Office of Fair Trading

Recommendation 2. The service should base their management of medication on current best practice guidance - The Administration and Control of medicines In Care Homes and Children's Services. (Royal Pharmaceutical Society of Great Britain 2003)

Shona Knight
Care Commission Officer