

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

30 June 2005

Type of inspection

Announced

Care Commission Office

Inverness

Period since last inspection

4 months

Introduction

Fram House was located in the centre of Beaully and provided care and accommodation for up to four Service Users. Service Users moved to Fram House in May 2003 from their previous home in Evanton. The accommodation had been extensively refurbished and provided a high standard of accommodation.

Overall management was the responsibility of Nansen Highland a non-governmental body registered as a Scottish Charity. The day to day management of Fram House was the responsibility of the appointed manager.

Nansen Highland also managed a support service (day care) at Redcastle Station, Muir of Ord and all service users made good use of this service.

Basis of Report

Before the inspection visit the care service completed a Pre-inspection Return containing information about the service and a self-evaluation form.

The Care Commission officer wrote to the service to inform them of the date of the inspection.

During the inspection which took place on the 30 June 2005, the Care Commission Officer spoke with 2 members of staff and the Manager of the service and also spent time with the 4 service users currently using the service.

The Care Commission Officer also examined a comprehensive range of policies, procedures and records relating to the Care of the service users.

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 1 : informing and deciding

Standard 5 : Management and staffing arrangements

Standard 6 : Support arrangements

Standard 7 : Moving in

Standard 18 : Supporting communication

Action taken on requirements in last Inspection Reports

There were no requirements made from the previous inspection

Comment on Self-Evaluation

All documentation was completed to an appropriate standard.

View of Service Users

The 4 service users met with the Care Commission Officer on the evening of the inspection and had discussions in relation to the service being offered to them. All service users spoke very highly of the care that they received and appeared to be happy relaxed and very enthusiastic.

View of Carers

There were no carers available for comment at the time of the inspection.

Regulations / Principles

National Care Standards

National Care Standard Number 1: Care Homes for People with Learning Disabilities -Informing and Deciding

Strengths

Prior to any Service User moving into the Care Home, they were offered the chance to visit the service and meet with staff, they were provided with written information about the service and they were also offered a video to watch regarding life at Fram House and Nansen Highland.

The Nansen Highland introductory package included the booklet 'welcome to your new home.'

This information was presented in plain English and was attractive, informative and comprehensive in it's content.

The booklet contained detailed information regarding the service being offered, including the following;

The accommodation and service provided

The home's philosophy

House rules

The complaints procedure

Details concerning rights and responsibilities

Budgeting and finance

Risk management

Funding

There was detailed reference to the aims of the organisation, including reference to the organisation's principles being;

Privacy,

Dignity

Independence

Choice

Right and fulfilment.

Areas for Development

National Care Standard Number 5: Care Homes for People with Learning Disabilities - Management and Staffing Arrangements

Strengths

The Care Service had clear and comprehensive policies and procedures in place including:

Staffing and training.

Administration of medication

health and safety

'Whistleblowing'

Environmental health

Fire safety

Managing risk

Record keeping, including recording of incidents and complaints.

Recruitment of staff

Equal opportunities policy

Restraint policy.

Handling of residents finances policy.

Staff spoken with confirmed that they had all received their own copies of all policies and procedures when employed with the service and had access to copies of the documents both throughout the home and on CD ROM.

Staff displayed a good working knowledge of the homes underpinning values; Choice, dignity, independence and fulfilment and were clear that policies and procedures were 'working documents' to be referred to, updated and reviewed, whenever necessary.

No formal complaints had been received by the service at the time of the inspection, appropriate systems were in place should this occur.

The staff induction process was a condition of employment, there was a 'buddy system' in place for new staff with a varying period of supervision provided based on individual need.

Training records were kept and training was clearly an integral part of the homes philosophy. 'Training periods,' were identified on a sixmonthly basis whereby all staff were supernumerary and 2 days of in house training was provided to all. Further training was offered at other appropriate times.

A clear training and development plan was in progress and a number of staff were in the process of completing SVQ qualifications at level 2 and 3.

There was a clear recruitment policy in line with current legislation.

There were clear and comprehensive recruitment procedures in place.

There was a good awareness of the Scottish Social Service Council

Appropriate staffing levels had been maintained.

Procedures were in place regarding the safe administration of medication.

A clear policy and procedure in relation to the handling of service users monies was in operation and working effectively.

Areas for Development

Pleas see recommendation 1.

National Care Standard Number 6: Care Homes for People with Learning Disabilities - Support Arrangements

Strengths

A comprehensive and clear package of personal planning was in operation.

A key worker system was in operation from commencement of service use, providing a person centred approach to the provision of care.

The personal plan's were well developed and made reference to support and care needs and personal preferences. The plans contained detailed risk assessments which included a clear date for review.

Personal plan's were based on holistic assessment of need once the person was resident within the home.

Area's covered included;

Health and medication

Diet

Travelling

Menu planning

Cooking

Budgeting

Leisure and freetime

Emotions

Any changes/important information

Plans viewed contained detailed social history for service users, offering a view of the person as a whole.

Plans were reviewed on a monthly and 6 monthly basis and where possible service users and their carers were involved.

Service users were encouraged to comment on and be involved in the planning of their care.

Areas for Development

National Care Standard Number 7: Care Homes for People with Learning Disabilities - Moving In

Strengths

The care service operated a key worker system, where each service user was allocated a named member of staff who was responsible for ensuring that all service users needs were being met, in accordance with their care plan and the home's ethos of person centred care.

The service users were able to bring items of their own furniture, following discussion with the staff. Attempts were made to make the atmosphere more homely and the move from their own home less traumatic.

Staff were available to discuss any issues of concern that the service user may have at any time and the Manager or Senior on duty was responsible for ensuring that all relevant information regarding a service users current disposition was passed on to all members of staff during a shift and at shift changeover.

Areas for Development

National Care Standard Number 18: Care Homes for People with Learning Disabilities - Supporting Communication

Strengths

The care planning and assessment tool used within the care home, ensured that the communication needs of the service user were regularly reviewed. As such, where it may be identified that a service user may have difficulty in communicating his/her views, the Care Home would respond as appropriate to the individual circumstances.

Large print materials were held within the home, for use as necessary.

Areas for Development

Enforcement

Other Information

Requirements

No requirements are being made as a result of this visit.

Recommendations

1. The management of medication should be based 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)

Allyson Jordan

Care Commission Officer