

**EAST SUSSEX COUNTY COUNCIL
INSPECTION UNIT**

INSPECTION REPORT

<p>NAME OF HOME: HEATHERDENE</p> <p>ADDRESS: 13/14 SOUTFIELDS ROAD EASTBOURNE EAST SUSSEX BN21 1BU</p> <p>TEL NO: (01323) 642715</p>
<p>NAME OF OWNER(S): MRS J MATTHEWS</p> <p>NAME OF MANAGER: MRS T BLANDFORD</p> <p>MEMBER OF PROFESSIONAL ASSOCIATION: FPB/FSB/ISO 9002</p>
<p>TYPE: PRIVATE</p> <p>CATEGORY: ADULTS WITH MENTAL HEALTH PROBLEMS</p> <p>NO. OF REGISTERED PLACES: 24</p> <p>FEES: £224 - £1024 WEEKLY</p>
<p>DATE OF INSPECTION: 25/01/02</p> <p>TYPE OF INSPECTION: UNANNOUNCED</p> <p>INSPECTION TIME: 11.05 AM – 12.35 PM</p> <p>NAME OF INSPECTOR: MRS J GOSSEDGE</p> <p>ADDRESS: INSPECTION UNIT RESIDENTIAL SERVICES 1 GROVE ROAD EASTBOURNE EAST SUSSEX BN21 4TW</p> <p>TEL NO. 01323 439994</p>

<p>BRIEF PEN-PICTURE OF BUILDING AND LOCATION:</p> <p>HEATHERDENE IS A LARGE EDWARDIAN HOUSE ON THREE FLOORS, LOCATED CLOSE TO THE TOWN CENTRE OF EASTBOURNE AND WITHIN EASY REACH OF LOCAL FACILITIES INCLUDING SHOPS, TRAIN STATION, LIBRARY AND SURGERIES. PUBLIC TRANSPORT IS EASILY ACCESSED.</p>

KEY INFORMATION	
SINGLE ROOMS	22
DOUBLE ROOMS	1
EN-SUITE FACILITIES	8
ACCESS TO TELEPHONE	YES
LIFT	NO
WHEELCHAIR ACCESS	YES
SMOKING	YES
PETS	YES
TRANSPORT	MINI BUS AND 2 X 'POOL' CARS
GARDEN	GARDENS TO FRONT & REAR OF PROPERTY WITH GREENHOUSE AND BARBEQUE AND 5 PARKING SPACES TO FRONT OF PROPERTY

The Registered Home Act 1984 requires residential care homes to be inspected twice a year, and on at least one occasion, on an unannounced basis. Inspections are carried out to ensure that those running homes are doing so in a way that gives first consideration to the need to promote the welfare of residents and respects their privacy, dignity, independence, choice, rights and need for fulfilment. Standards applied are contained in the Regulations, in "Home Life: a code of practice for residential care" and those approved by the Social Services Committee.

Inspectors follow up recommendations contained in inspection reports and investigate complaints as necessary. Homes will normally supply a brochure setting out the services and facilities available together with the terms and conditions of residence. Further information, including lists of residential care homes and details of the standards by which homes are measured, is available from the Inspection Unit.

1. INTRODUCTION

An unannounced inspection of Heatherdene was carried out on 25 January 2002. The findings of this inspection should be read in conjunction with the report of the last announced inspection, any recommendations from which were followed up during this inspection. In addition particular attention was paid to any significant changes in the home, staffing levels and record keeping, together with food in preparation on the day and the general upkeep of the home.

2. FINDINGS

On the day of the inspection there were twenty-one residents accommodated. On duty was the Manager, and three care staff were on duty through out the waking day. Two additional care staff were also rotered to be on duty for periods during the day to accommodate the range of activities planned to be undertaken. Two waking night staff were due to be on duty that night. Two domestic and one laundry staff were on duty during the morning, and a Chef between 9.00 am – 5.30 pm. Staffing levels were satisfactory for the day and the night.

The Inspector walked around the home which continues to be a clean and comfortable environment. Whilst undertaking the inspection the Inspector met with a number of residents in the communal areas. Although the Inspector did not spend time alone with the residents it was apparent those residents the Inspector spoke with appeared happy and relaxed. The interactions observed between, staff and residents appeared to be good on the day of the inspection.

The fire alarm system and emergency lighting is routinely tested and recorded. The system is subject to a six monthly inspection by an external agency and was tested on 6 November 2001. The fire equipment is subject to an annual inspection and was tested on 27 July 2001. The written fire risk assessment is reviewed weekly. The last fire training was recorded on 26 July 2001, but the Inspector was informed that the six monthly fire training is in the process of being completed by the staff. Three hot water outlets accessed by residents were tested and found to be delivering water in excess of the recommended safe temperature of 43 °c. It was recommended that risk assessments were completed and recorded.

Record examined included complaints, accidents, meals provided, medication and residents' finances, and all were found to be in order. Staff records are held at the main office and were not viewed during the inspection.

Residents' care plans were viewed and risk assessments seen these were detailed and found to be in order.

There were no recommendations made at the last announced inspection to be addressed.

3. RECOMMENDATIONS

There were no recommendations from the unannounced inspection.

4. OVERALL CONCLUSIONS

The Inspector considers that Heatherdene continues to provide quality care to residents through a committed and dedicated staff team by continuing to meet its stated aims and objectives.