

# East Sussex County Council Inspection Report

## 1. Introduction

An announced inspection of Heatherdene was carried out on 10th September 1999. It involved an examination of the premises for comfort, cleanliness, decoration and upkeep together with fire and general safety arrangements. Both staffing and catering arrangements were also examined. A sample of records required to be individual residents, safety matters, the handling of medication, the meals provided and the record of residents' money or valuables deposited for safekeeping. Where possible, residents were spoken to and note taken of their comments. Attention has been paid to how the various matters observed during the inspection affect the quality of life of those who live in the home.

## 2. Aims and objectives of the home

The aim of Heatherdene is to provide a haven which has a continuous commitment to residents with emphasis being on the provision of choice and the rehabilitation of residents.

## 3. Quality of care provided

At the time of the inspection there were twenty-six residents being accommodated and staffing levels were above minimum standards.

There is a health and safety policy available for the staff to follow.

The testing of fire bells is undertaken on a weekly basis in accordance with East Sussex Fire Brigade guidance. The emergency lighting is tested every three months and not monthly as advised by East Sussex Fire Brigade. This is because of the impact it has on residents and this matter has been appropriately risk assessed. The last recorded fire drill was held on 20th August 1999.

The Home provides a clean and comfortable environment. Since the last inspection two additional en-suite facilities have been provided. Residents' bedrooms reflect the individual's tastes and interests.

Menus were examined and meals appeared to be varied and individualised to reflect residents dietary needs.

## 4. Quality of management of home

Staff recruitment procedures were found to be of a very high standard. The procedures include the use of application forms, contracts, and the taking up of two written references.

Newly appointed staff undertake an induction period which places emphasis on working alongside experienced team members and promotes training on policies and procedures relating to the Home. Staff undertake a probationary period of three months and during their employment they are provided with a handbook which details their roles, duties and responsibilities.

Staff training is given a high priority with staff undertaking core courses such as manual handling, fire practice, basic first aid and basic food hygiene. Additional courses are available including Handling Aggression, Health and Safety at Work, and Managing Challenging Behaviour. NVQ training is available to staff. Supervision is provided to staff by the Manager and Deputy Manager.

Assessments of residents' needs and care plans were examined and found to be of a good standard. Care plans are reviewed internally every three months by the Manager, Key Worker and residents. A multi-disciplinary meeting is held every six months.

The Terms and Conditions of residence include all recommended matters. Records examined included medication, complaints, accidents and the millennium contingency plan. All appeared in good order.

Where appropriate the Proprietor is the appointee to residents' financial affairs.

### **5. Quality of life in Home**

On the day of the inspection relationships between staff and residents was good. Residents have the opportunity to meet on a monthly basis in the presence of one staff member to discuss issues relating to the Home. Any matters raised from this meeting are taken forward by the staff member and addressed accordingly.

The Home arranges for leisure pursuits such as darts, bowling, swimming, bingo, board games, accessing the local theatres and a cooking group. A mini bus is available to residents. Many individuals access the social and recreational activities available in the local area. The Home supports individuals to go on holiday three or four times throughout the year and have recently purchased a caravan located in a local holiday resort. The Manager advised that this facility has proven to be of great benefit to residents.

Resident's friends and relatives are welcome in the Home at any reasonable time.

The Inspection Unit did not receive any written comments about the care provided.

### **6. Recommendations**

There were no recommendations from the announced inspection.

### **7. Overall conclusions**

The quality of care observed throughout the inspection was to a good standard and the Home is meeting its stated aims and objectives. The Home is to be commended on meetings and maintaining the registration and inspection standards.