

Inspection report

Grange Hall Care Home Service

Drygrange
Melrose TD6 9DH

Inspected by: Mandy Falconer
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 26 March 2007

Service Number

CS2003009179

Service name

Grange Hall

Service addressDrygrange
Melrose TD6 9DH**Provider Number**

SP2003001966

Provider Name

Grange Hall (Scotland) Ltd

Inspected ByMandy Falconer
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

26 March 2007

Period since last inspection

Nine months

Local Office AddressUnit 10a Ground Floor
Galabank Business Park
Wilderhaugh
Galashiels
TD1 1PR

Introduction

Grange Hall Care Home which was built in the 1800's sits in its own extensive grounds between the Scottish Borders towns of Earlston and Melrose.

The home is registered to offer care for up to 49 older people. At the time of the Inspection there were 45 residents.

As well as long stay residents the home can offer respite care to adults.

The home was registered with the Care Commission on 1st April 2002.

The philosophy of care and residents charter within Grange Hall states that "the company seeks to deliver the highest standards of care in a professional manner, within a safe, caring and homely environment within reach of the community".

Basis of Report

This service was inspected after receiving a Regulation Support Assessment (RSA) to determine what level of support was necessary. The RSA is an assessment undertaken by the CCO 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.

This service was required to have a LOW level of support that resulted in an inspection based on the national inspection themes and any recommendations and requirements from previous inspections, complaint or other regulatory activity.

"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".

The inspection was unannounced and took place over one day on the 26th March 2007. The inspection was carried out by Mandy Falconer and Sally Gellatly Care Commission Officers. The service completed the annual return and the self evaluation on-line as well as the themed inspection tool. These were all discussed with the manager during the inspection.

The Care Commission Officers spoke with :

Manager

Deputy

2 registered nurses

3 carers

Administrator

Owner

3 service users.

1 relatives/ carers

The Care Commission Officer also looked at a range of policies, procedures and records including the following:

Complaint policy and records

Finance records

Information booklet/ leaflets

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 Older People.

Standard 5: Management and Staffing arrangements

Action taken on requirements in last Inspection Reports

No requirements were made at the previous inspection.

Comment on Self-Evaluation

Not applicable.

View of Service Users

Three service users were spoken with at the time of the inspection. They were all happy with life at the home and felt they were given respect and dignity. service users expressed their satisfaction with the food and the activities available to them.

View of Carers

One carer was visiting at the time of inspection and was happy to speak with the Officers. The relative was very happy with the care provided at the home. They felt happy to raise concerns if they arose and felt anything would be dealt with efficiently. No concerns were raised.

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

National Care Standard Number 5: Care Homes for Older People - Management and Staffing Arrangements

Strengths

Not all areas of this standard were inspected, only the inspection themes relating to service users finances, complaints and information about the service were reviewed.

Prospective service users and their family were provided with an information pack and inspection reports were available within the home.

The care home provided information to all parties on the fees.

The care home keeps copies of all signed agreements.

The home had a robust complaints policy in place and kept records of all complaints and concerns.

Service user's finances were checked by the Care Commission Officers and found to be satisfactory.

Areas for Development

Service user's finance records were only signed by one person. The manager/ administrator should develop a system to ensure finances are signed by two people. See recommendation

1

Enforcement

There has been no enforcement action taken against this service since the last inspection.

Other Information

Staff spoken with at the time of the inspection were very positive about the role they carried out. They felt well supported by senior staff and felt the morale within the home was very good.

Requirements

No requirements were made at the time of the inspection.

Recommendations

1. The manager/ administrator should develop a system for finance records to ensure all checks are carried out by two staff and signed accordingly.

National Care Standards Care Homes for Older People Standard 5- Management and Staffing Arrangements.

Mandy Falconer

Care Commission Officer