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**Care Commission Investigation Report
for
Bute House
Barrhill Terrace, Cumnock KA18 1PT**

Type of Service:

Care Home with nursing - Privately Owned , 29 residents

Registered Categories of Care

Old Age, not falling within any other category

Nominated Specialities in Care:

Epilepsy • Head/Brain Injury • Hearing Impairment • Huntingdon's Disease • Multiple Sclerosis •

Accommodation:

Single Rooms: 25 **Shared Rooms:** 2 **Rooms with ensuite WC:** 23

Associated Services& Facilities:

Respite Care / Holidays • Convalescent Care • Own GP if required • Own Furniture if required • Near Public Transport • Minibus or other transport • Lift • Wheelchair access • Gardens for residents • Television point in own room

Weekly Costs:

Single from £524 , Shared from £498

Findings on Care Commission Visits, & Recent Reports

Details of most Recent report:

Inspected by: Michael Hilston (Care Commission officer)

Type of inspection: Announced

Inspection completed on: 22 October 2009

Grading on most recent Report:

- **Quality Theme 1: Quality of Care and Support**
Grade awarded for this theme: 4 - Good
- **Quality Theme 2: Quality of Environment**
Grade awarded for this theme: 4 - Good
- **Quality Theme 3: Quality of Staffing**
Grade awarded for this theme: 1 - Unsatisfactory
- **Quality Theme 4: Quality of Management and Leadership**
Grade awarded for this theme: 4 - Good

Comments re Grading:

The unsatisfactory grading appears to have been awarded due to issues identified around the lack of following procedure as set down with regards to utilising Disclosure and reference follow up. There appears to have been a point in time, validated by the facilities own records where some staff have not had references properly followed up, and have been allowed to commence work before enhanced disclosures have been forwarded. There also seems to be some issues also whether the professional status of some of the carers had been properly checked as per governing regulations. The enforcements for this were as always in these cases, immediate on receiving the report.

There also appears to be a long running issue around some of the central heating in some of the rooms, but again this appears to have been discussed with the management, and has a satisfactory plan in place .

Overall a good report from the Care Commission, with the issues above having to be taken into context with the overall grading of the facility. The issues around staff , are of concern, and it is suggested that this be investigated further by the client, but the issues should have been addressed by this point in time. There is no history of serious gaps in the service, provided by this facility, and all accounts seem to reinforce the good client participation processes demonstrated in the facility. Also reading through the relevant documents, suggests that the residents within the facility are well looked after , and are respected and treated with dignity. There also seems to be evidence within the documents of good client carer relationships.

The information for this report was taken from the previous Care commission reports, and the facility was not visited by the writer, but it is suggested that the client should visit the facility, and if they feel the need, raise the above noted issues with the proprietor/manager, to determine how they have been resolved.

Grading Summary

Quality of Care and Support - 4 - Good

Statement 1 5 - Very Good

Statement 2 3 - Adequate

Statement 3 4 - Good

Quality of Environment - 4 - Good

Statement 1 5 - Very Good

Statement 2 3 - Adequate

Statement 4 4 - Good

Quality of Staffing - 1 - Unsatisfactory

Statement 1 5 - Very Good

Statement 2 1 - Unsatisfactory

Statement 3 5 - Very Good

Quality of Management and Leadership - 4 - Good

Statement 1 5 - Very Good

Statement 3 4 - Good

Statement 4 5 - Very Good

Overall the general grading for this facility was on average verging between good and very good.

Inspection History

Date :29 May 2009 Type of Inspection :Unannounced

Findings

Care and support 4 - Good

Environment 4 - Good

Staffing *Not Assessed*

Management and Leadership *Not Assessed*

Date : 20 Feb 2009 Type on Inspection: Unannounced

Findings:

Care and support 4 - Good

Environment 2 - Weak

Staffing *Not Assessed*

Management and Leadership *Not Assessed*

Date : 4 Dec 2008 Type of Inspection :Announced

Findings

Care and support 4 - Good

Environment 4 - Good

Staffing 5 - Very Good

Management and Leadership 5 - Very Good