



PORTSMOUTH AND  
South East Hampshire

Health Authority

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**PORTSMOUTH & SOUTH EAST HAMPSHIRE HEALTH AUTHORITY  
AND HAMPSHIRE COUNTY COUNCIL**

**REGISTERED HOMES ACT 1984**

**NATIONAL HEALTH SERVICE AND COMMUNITY CARE ACT 1990**

**GLEN HEATHERS NURSING & RESIDENTIAL CARE HOME  
48 MILVIL ROAD, LEE-ON-THE-SOLENT, HANTS, PO13 9LX**

**TUESDAY 19 MAY 1998**

This report concerns a home which is registered under Part I and Part II of the Registered Homes Act 1984. The home is registered to accommodate up to 42 patients and 16 residents in the following categories:

Health Authority Categories:

Acute  
Convalescence  
Elderly  
Terminal Care

Social Services Categories:

I - Old Age

any other conditions:

The total occupancy of Glen Heathers must not exceed a total of 52 patients and residents at any one time.

This report has been provided under the requirements of Regulation 18, Part I of the Residential Care Homes Regulations 1984 and Regulation 10, Part II of the Nursing Homes and Mental Nursing Homes Regulations 1984. The purpose of the visit was to assess how the Portsmouth

The registration of dual-registered nursing and residential homes is the responsibility of both the Health Authority and Hampshire County Council Social Services Department.



*Hampshire*  
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Social Services Department

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#### **1.4 Control of Medicines, including Controlled Drugs**

The authorised pharmacist inspected all drugs procedures and systems in the home in March 1998. From discussions held with the registered nurses, it was confirmed that any requirements and recommendations have now been actioned upon. All medications were securely stored at the time of this inspection.

#### **1.5 Communication**

All residents have access to a personal telephone in their rooms and a public telephone kiosk is also available.

Post is delivered unopened to all residents daily, with assistance given on request.

#### **1.6 Visitors**

There are no restrictions to visiting the home and refreshments were seen to be offered on arrival at the home. A notice containing this information is displayed in the main entrance hallway.

#### **1.7 Terms and Conditions of Residence**

A sample copy of the terms and conditions of residence was viewed and seen to hold all relevant information. It was confirmed that all residents receive a copy on admission to the home.

#### **1.8 Termination of Accommodation**

There were clearly identified conditions for notice of termination of accommodation stated within the terms and conditions of residence.

#### **1.9 Core Standards**

The management has recently produced an information booklet available pre-admission to all potential residents. This gives brief guidance on general procedures within the home.

Residents were seen to have access to all communal areas and on the day of inspection residents and visitors were seen to be enjoying the attractive patio and garden area.

All staff receive annual instruction in manual handling and lifting techniques and one of the registered nurses is a key trainer.

Regular training for first aid, food handling and Health & Safety at work are held.

## **SECTION 3 - MANAGEMENT OF THE HOME**

### **3.1 Certification and Conditions of Registration**

Since the previous inspection there has been a change in the number of beds registered. The home is now registered for 16 residential and 42 nursing beds, not exceeding 52 in total at any one time.

The Certificates of Registration were displayed in the main hallway.

### **3.2 Records and Notices**

On this occasion, only a sample of records was viewed. All fire records are referred to in Section 4 of this report.

Written records in respect of residents' monies were viewed. These are maintained in individual books and are signed, dated and appeared up to date. The management was advised that a countersignature upon receipt of monies would help form part of a regular audit.

### **3.3 Complaints**

A new written complaints procedure was seen to be displayed on the main notice board in the hallway. Currently this is also shown on the terms and conditions of residence. Discussions were held in respect of this procedure being available in the introductory pack or booklet.

### **3.4 Precautions against Accidents/Safety Measures**

First aid courses for all staff are regularly arranged.

The accident book was seen and staff and resident incidents are recorded separately. Each entry was seen to detail all relevant facts.

All windows where necessary have had an opening restraint fitted to reduce the risk of falls.

The employers liability certificate was current and displayed in the home.

#### 4.10 Fire Drills, Practices and Procedures

Regular fire instruction has been held for all staff to attend and all new staff are now instructed on fire safety matters on commencement of duties. The inspector acknowledges that the further fire sessions booked will include all staff whose fire instruction is outstanding.

The fire plan was displayed throughout the home.

#### 4.11a Environmental Health and Hygiene

The Environmental Health officer visited the home in May 1998 and was satisfied with the procedures relating to the kitchen area. Since the last inspection visit, written procedures are now in place in respect of the hairdressing facility.

As recommended in the previous report, the management have improved the arrangements for the collection and storage of clinical waste.

#### 4.12 Kitchens

Due to the Environmental Health Officer having visited the home in May 1998, on this occasion the Nursing Home Inspector did not visit and inspect the kitchen or procedures.

#### 4.14 Laundry

The laundry area was clean and tidy and is fully staffed seven days a week.

Arrangements have been made to ensure that cleaning behind machines is now possible. This facility was suitably equipped and all laundry procedures were satisfactory.

### REQUIREMENTS

*Requirements are actions which, in the opinion of the Inspection and Registration Officer(s), the registered person must take in order to comply with the legal regulations or to meet the Registration Authorities interpretation of the legal regulation.*

There are no Requirements from this inspection visit.

### RECOMMENDATIONS

*Recommendations are defined as suggestions which might be taken to improve the service and are based on best practice.*

It was recommended that residents' personal allowance records are countersigned by another member of staff.