Inspection report

Saltire Neighbourhood Centre
Support Service

Scholars Gate
Quarry Road
Whitehills
East Kilbride G75 9JL

Inspected by: Sharon V Smith
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 22 January 2009
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<th><strong>Service Number</strong></th>
<th><strong>Service name</strong></th>
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<td>CS2003001345</td>
<td>Saltire Neighbourhood Centre</td>
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<td>SP2003003481</td>
<td>South Lanarkshire Council</td>
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<th><strong>Inspection Completed</strong></th>
<th><strong>Period since last inspection</strong></th>
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<tr>
<td>22 January 2009</td>
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<tr>
<td>Princes Gate</td>
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<tr>
<td>60 Castle Street</td>
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<td>Hamilton</td>
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Introduction
Saltire Neighbourhood Centre is situated within a residential area of East Kilbride.

The service is registered to provide a day care service to twelve older people with dementia, every day. The service operates seven days per week, Monday to Friday: 9:00am to 4:30pm, Saturday and Sunday: 9:00am to 4:00pm.
The service is provided by South Lanarkshire Council.

The service operates from a large purpose built bungalow which is located in the Greenhills area of East Kilbride. The service has enclosed gardens, which are attractively laid out and are secure.

The service aims to provide ‘a high standard of day care within a homely setting in a safe and secure environment’

Based on the findings of this inspection the service has been awarded the following grades:
Quality of Care and Support - 4 - Good
Quality of Environment - 4 - Good
Quality of Staffing - 4 - Good
Quality of Management and Leadership - 4 - Good

This inspection report and grades represent the Care Commission’s assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission’s website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report
Before the Inspection

The Annual Return
The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form
The service submitted a self-assessment form as requested by the Care Commission. The self assessment provided was appropriately completed and well considered.

Views of service users
The Care Commission Officers spoke with three service users during the inspection. Service users spoken with stated that they enjoyed attending the centre.
Greetings received:
‘There is lots to do’
‘people here are nice’
’staff are great and can’t do enough for you’
‘we like the activities during the day, they always listen to what you want to do’

Regulation Support Assessment
The inspection plan for this service was decided after a Regulation Support Assessment
(RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection
The Care Commission Officers spoke with three member of support staff, the manager and Senior Support worker during the inspection.

Evidence
During the inspection which took place on 22nd of January 2009, between the hours of 10:00am and 4:30pm, evidence was gathered from a number of sources including:

- Service Users Care Plans
- Adult Abuse/ Protection Policy
- Staff Training Plan
- Policy and Procedures Manual
- Staff files

The Care Commission Officers also observed the environment.

The inspection also took account of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114)

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09
Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at: http://www.carecommission.com/

Fire Safety Issues
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. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

**Action taken on requirements since last Inspection**
No requirements were made at the last inspection.
Comments on Self Assessment
The service submitted a fully completed self assessment form. This was completed to a high standard and gave full information for each of the Quality Themes and Statements. The service identified strengths and areas for further development and provided good evidence of service user and carer involvement. It also included information on how the service users participated in service delivery and development.

View of Service Users
As above

View of Carers
The Care Commission Officer spoke with one carer during the inspection. The carer advised that she felt her relative was well looked after when attending the service. The carer also felt that staff and management were supportive and well trained to meet her relatives support needs.
Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

The service had developed a number of ways in which service user's views were gained and used to further develop service provision. The service had a participation strategy, which clearly outlined how service users, carers and other relevant people were able to be involved in assessing the quality of care and support delivered by the service. The service had a key worker system and staff encouraged service users to make comment on the service they receive.

The service used personal care plans to identify the needs of the service user, and staff ensured that the service user and their carer’s views contributed to the personal support plan. Personal plans were made available to service users and their carers and were regularly reviewed to assess the quality of support to service users. Each personal plan specified the communication needs of the service user. There was good evidence contained within the personal plans to confirm that staff were very responsive to service users needs and at times supported service users over and above their remit. Personal plans considered demonstrated a consistently good value base and a high level of commitment to supporting service users.

Service users spoken with stated that they felt encouraged to express their views on the service provided.

The service had also developed a survey of service users and their carer's views, which were then taken forward into the carer Network forum organised by South Lanarkshire Council.

Areas for Development

The service should continue to maintain current good practice in this quality theme.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We use a range of communication methods to ensure we meet the needs of service users.

Service Strengths
The service had developed a variety of methods of communicating with service users. Staff were trained in Dementia Awareness and personal support plans contained relevant information on effective approaches to use when communicating with service users. The service made use of life histories when working with service users.

The communication needs of service users were regularly reviewed along with relevant professionals to ensure that any changes were recorded and acted upon.

The service ensured that staff had access to up to date training relating to the communication needs of service users and accessed support from Speech and Language Therapists where necessary.

Areas for Development

The service identified in the self assessment the need to install a loop system to ensure better communication with service users. The service should continue to maintain current good practice in this quality statement.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0
Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

The service had developed a number of ways of encouraging service users to comment on the environment within the service. The service had a Corporate Participation and Consultation Strategy in place, and had issued questionnaires, which asked services users and carers to comment on the environment.

Staff spoken with were aware of their role in supporting service users to comment on the environment within the service. Questionnaires had been developed in conjunction with this, which allowed service users and carers to comment on all aspects of the service provision.

The service provided an accurate information brochure, which gave details on the environment, and interested parties were able to take a ‘virtual tour’ of the service. The service provided information to service users and their carers on local advocacy services.

Areas for Development

Although the service provided a barrier free environment and made the best use of space available, there was little opportunity for service users and carers to contribute to this process. The service should continue to consider the views of service users and carers should any refurbishment be planned.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: The environment allows service users to have as positive a quality of life as possible.

Service Strengths

The service was provided from a purpose built bungalow. This provided a barrier free environment for service users. The building was entirely accessible for disabled service users and accommodation was clean, hygienic and pleasantly decorated. The service provided a good mixture of communal and private space which allowed service users to make choices regarding which area's they wished to use.
Service users spoken with advised that they felt the accommodation was pleasant and comfortable.

The service had garden areas, which had recently been refurbished. Service users views had been incorporated into the redesign of this area.

The service had appropriate risk assessments and health and safety policies and procedures in place.

**Areas for Development**

Although the service demonstrated consistently good practice in this area, the Care Commission Officer observed continence pads to be stored uncovered in the bathroom area. (See recommendation 1)

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

1
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

The service ensured that service users were able to express their views regarding the quality of staffing and support in a variety of ways. Service users had recently been involved in the local authority recruitment process for new staff and the local authority was considering further development in this area.

The service gave careful consideration of the matching of service users and key workers to ensure that staff were able to effectively meet the needs of their key group. The service also considered the support needs of the service users when planning training for staff. Service users spoken with praised the staff highly and stated they felt well looked after and supported.

Areas for Development

Although the local authority had involved service users in the general recruitment of care staff, there was little evidence that the appointment of staff would be employed within the service. At the time of inspection, the impact of this had yet to be evaluated. (See recommendation 2)

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

1

Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

The service ensured that staff had access to continual training, which was linked to professional development and best practice guidance. The local authority had a rolling programme of staff training which staff spoken with felt was appropriate to their role.

The staff team had regular team meetings and individual supervision was held. Supervision records supported the service policy that staff training and development needs were considered and acted upon. Staff spoken with demonstrated a good understanding of the service policies and procedures, and were aware of their responsibilities in relation to
promoting good practice and reporting poor practice.

Staff also stated that they felt they were encouraged to develop their skills by the Manager and that the organisation provided ample training opportunities, which were interesting and relevant to their role.

The local authority had an appraisal system in place which was updated on an annual basis.

Staff employed within the service were appropriately qualified and working towards SSSC registration.

Staff were aware of the National Care Standards and were able to make appropriate reference to the values underpinning their practice.

The service ensured that staff were kept up to date with best practice guidance through staff team meetings.

**Areas for Development**

The service should continue to maintain current good practice in this quality statement.

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

0
Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

The Manager of the service ensured that an ‘open door’ policy was in place to encourage service users and carers to comment on service development.

Opportunities were also available for service users and their families to voice their opinion through service user meetings and carers forums. There was written evidence to confirm that issues raised by service users and carers were acted upon by the Manager in a timeous manner. Service users spoken with felt that staff and management were responsive to comment and encouraged them to participate.

The extent of consultation with service users and carers is referred to in Quality Statement 1.1.

Areas for Development

The service should continue to maintain current good practice in this area

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service Strengths

The local authority day centre service had been awarded and retained Charter Mark status, which is an ongoing quality assurance process involving service users, carers, staff and other stakeholders.

The service manager and senior staff held a recognised professional qualification, and all staff had access to continuous professional development. Details of staff qualifications were held within the service. The service made available inspection reports, health and safety audits and information on how to make complaints. There was good evidence that the service was continually evaluating the service provided and using information gathered to improve the quality of the service delivered.
The service had made appropriate notifications to the Care Commission and was aware of responsibilities to notify the SSSC where appropriate.

The service ensured that staff had the opportunity to express their views through regular staff meetings, individual service users and an employment suggestion scheme.

**Areas for Development**

Minutes of staff meetings did not make direct reference to staff comment on the management and leadership of the service, nor were they consistently dated. The service agreed to rectify this on the day of inspection.

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

0
Regulations / Principles

National Care Standards
Enforcement
There has been no enforcement action against this service since the last inspection.

Other Information
Two recommendations were made at the last inspection.

1. The service should review the transport arrangements for service users attending the service.

   This recommendation has been met.

2. The service provider should review how food is supplied, taking account of individual preferences for service users.

   This recommendation has been met.

Requirements
No requirements were identified at this inspection.

Recommendations
1. Continence aids should be appropriately stored within the service, in a manner which limits environmental exposure.
   National Care Standards Standard 4 Your Environment

2. The provider should consider how service user and carer participation in staff recruitment could be further developed and evaluated.
   National Care Standards Care Standard 5 Management and Staffing.

Sharon V Smith
Care Commission Officer