12 Whytescauseway
Kirkcaldy
KY1 1XF

Telephone: 01592 204541

Type of inspection: Announced (short notice)
Inspection completed on: 25 November 2016

Service provided by:
Alzheimer Scotland - Action on Dementia

Service provider number:
SP2003002734

Care service number:
CS2004070697
About the service

Alzheimer Scotland - Action on Dementia is a Scottish charity which offered support and information to people with dementia and their carers by providing specialist national and local services.

Alzheimer Scotland - Fife Service is registered with the Care Inspectorate to provide day care and a home support service to people with dementia who live in Fife.

The Fife service provided information on dementia and ran various local services for those living with dementia and their families. This included dementia cafes, activity groups within the resource centre, support at home and day care services.

The aim of the registered service was to facilitate a supportive environment where practical and emotional needs were addressed, providing support and promoting integration within the local community. The values underpinning the aims and objectives of the service are clearly laid out in national and local literature and websites.

The service strongly promoted the belief that people should not face dementia alone. The service is in great demand, and unfortunately recognised that they were unable to meet the needs of all in Fife with a dementia diagnosis.

What people told us

"The Fife service gives great support for my partner and enables him to get out and enjoy life and support to me so I can continue to work."

"I have a carer who takes my relative out every week for the last 14 years Alzheimer’s has given me and my husband support for that length of time, it is invaluable, if it wasn’t for our carer my relative wouldn’t be able to do every day tasks that he is still able to do."

"Without the service I would be unable to carry out daily tasks for example food shopping, personally I think the service is a lifeline as I am unable to go out alone due to my disability and would be totally housebound, the outings have stimulated me greatly as I was in a state of vegetation beforehand and I find the one-to-one contact extremely beneficial."

"Alzheimer’s Scotland has provided an excellent service and is exactly what I need and look forward very much to my days out."

"We appreciate the help and support provided by Alzheimer’s Scotland when caring for my relative."

"Without the service my relative would not be able to live independently she is treated as an individual and with great respect."

"I like to use the crafts to paint, it can be time consuming, but they can be very patient with you."

"I do my knitting here, it’s great, we are doing bears for the Christmas fair just now."

"I love the company here, it makes me happy."
“I can ask anyone anything, they are very helpful.”

**Self assessment**

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how they will support people who used the service to take part in the self assessment process.

**From this inspection we graded this service as:**

- **Quality of care and support**: 5 - Very Good
- **Quality of staffing**: not assessed
- **Quality of management and leadership**: 4 - Good

**What the service does well**

Throughout the inspection process we met and spoke with 12 service users, and reviewed 10 support plans, we saw that the information contained within each support plan contributed to positive outcomes for people who used the service and their families.

During our visit to the resource base we observed very positive interaction between staff and people who used the service.

We saw that service users were very much at ease within the resource base, families that we spoke with told us that they were so comfortable with staff that they felt a part of the family.

Service users told us that they decided what activities they would devise and take part in. We were fortunate to be involved in baking sessions, craft workshops, and art sessions, we saw that service users experienced very positive outcomes and social interaction during these sessions.

Following a review of service users’ support plans and review documents we found that service users and their families were very much involved in their own support planning.

We saw that in the main, service users’ support plans were reviewed every six months, however, it appeared that some may have been past their allocated six month review date, we will monitor this at future inspections.

Although we found that the service continued to develop its support planning documents, the information contained was person centred, we will monitor the progress of these documents at future inspections.

We found that the service continued to use various methods of communication, in particular for those families who came from rural areas, this meant that service users and their families could continue to be involved in the service.
We reviewed staff training records, we found that staff training was relevant to the needs of the people who used the service, examples of these were, promoting excellence in dementia, an awareness of Parkinson’s disease, adult support and protection, and moving and assisting.

We concluded that staff were very much aware of the support needs of service users and their families and delivered a very good level of care and support.

Throughout the inspection process we met and spoke with various staff from support workers to dementia advisors, and volunteers, all told us that they feel very much a part of the service, and that they were listened to, some staff gave us examples of when they had felt supported by the management team during times of personal crisis.

Staff were very professional in their approach and supported the inspection process appropriately, we saw that staff meetings, supervision and appraisals took place frequently.

**What the service could do better**

The service continued to go through a time of change with a new manager taking over during the inspection process, we discussed some areas for development with the management team in respect of their support plan documentation, examples of this were to make the support plans and review documents more outcome focussed, this would give the support staff an area to measure the success of, if outcomes were being met or not. This continued to be an area for development which we will monitor at future inspections.

We discussed the assessment process for service users prior to entering the service, the service agreed to look at any risk management strategy required for someone utilising the service and incorporate that into the assessment process if required.

We reviewed staff training records and felt that staff would benefit from consolidating their skills and training through additional training, we signposted the new manager to the “Caring for Smiles” programme which may support staff in identifying particular risks for service users in respect of their oral health, nutrition, and hydration.

We spoke with volunteers who told us that they receive dementia awareness training, the service would benefit from aligning this training to the promoting excellence in dementia framework.

Our review of service user files and documents saw that the service still had some work to do in streamlining its paperwork to make it “staff” friendly, this was noted from previous inspections and was still in the development stages, we will monitor the progress of this at future inspections.

Whilst we recognised that the service continued to go through a time of significant change, we noted that when we spoke with some families they still referred to a previous manager, we will monitor how information is shared with service users and their families following any major changes to the service.

**Requirements**

*Number of requirements: 0*
**Recommendations**

Number of recommendations: 0

**Complaints**

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

**Inspection and grading history**

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<th>Date</th>
<th>Type</th>
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