

## St. David's Resource Centre Support Service

6 Albany Park  
St. Andrews  
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Telephone: 01334 659360

Type of inspection: Announced (short notice)  
Inspection completed on: 15 March 2017

**Service provided by:**  
Fife Council

**Service provider number:**  
SP2004005267

**Care service number:**  
CS2003016296

## About the service

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

St David's Resource Centre is located in the East area of St Andrews. The building accommodates the day care service (St. David's Resource Centre) and one other care service. The day care support service is provided on the ground floor. There is a spacious area with seating area, dining area, kitchen facilities, a quiet room, two disabled toilets (one with shower facility), a treatment room and office space. In addition, people who use this service have access to an enclosed courtyard with seating areas.

Day support is provided to people who are aged 60 years and over. Maximum daily attendance is a maximum of 15 people. The service operates weekdays only between the hours of 09.00 and 17.00. Transport is provided to take people to and from the centre. During this inspection 36 people were using the service. Fourteen service users were attending the service on the day of the inspection.

The unit's philosophy for service delivery states:

"St. David's' staff will actively encourage the opportunity for social, cultural and emotional involvement to those people who attend the centre."

## What people told us

We received three completed questionnaires from service users' relatives that we sent out before the inspection to find out what they thought about the service. Every respondent told us they were very happy with the support received at St. David's Resource Centre.

During the inspection we spoke with seven of the service users in attendance. Comments received during the inspection from service users and their relatives included:

"The individual care and attention by the wonderful staff at St. David's is 1st class. They also take an interest in the welfare of the carers - much appreciated! e.g. giving advice on respite and relevant phone numbers. They talk to carers about how their charges are behaving and tell us what they have been doing at St. Davids. The day care service provides a much needed break for carers and enables us to continue at-home care".

"Could not have better care for my husband at St. David's, the staff are truly amazing".

"This is a happy, cheerful place. I know mum's needs are understood by the staff. The staff communicate well with me. I can relax knowing mum is in good hands".

"It's great and the food is excellent and the best thing is we get a choice. Staff will do anything for you; just ask and they do it".

"The company; everything is perfect including the food. The staff are perfect".

"I like it very much; you can ask an intelligent question and get an intelligent answer".

"It's a wonderful place. We get a meal and we have a choice every day. We start with exercise and quizzes then games on the floor".

"We have entertainment at least monthly; an accordionist, magician, church service, Scottish music and an organist".

"It's lovely; first class. Very, very good. If you need help they give it to you. It's a place we can't do without. We get tea/coffee and toast when we come in. They ask us what we want to do every day".

"We've been for a run to Kingsbarns and came back via Anstruther. We go to the local fruit farm to see the animals and have a strawberry tea. We've also been to the Fairmont Hotel for afternoon tea".

## Self assessment

The Care Inspectorate received a fully completed self assessment from the provider. The provider identified what it thought the service did well and clearly identified some key areas that they believed can be improved and showed how the service intended to do this. The provider told us how service users and their families/friends had taken part in the self assessment process and how their feedback directed the development of their plans for improving the service.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

During this inspection we considered evidence presented in relation to quality theme 1 - the quality of care and support to be operating at an excellent level and quality theme 4 - the quality of management and leadership to be operating at a very good level.

The service was excellent at involving service users and their families/friends in decisions about everyday life in the centre. This ensured they could participate in planning their support, activities, meals and snacks and their environment including the garden. Staff were excellent at giving care and support in a respectful, kind manner whilst promoting dignity and privacy.

The manager and staff were continually looking at ways to improve the serves; for example:

- During the previous inspection we asked the manager to give consideration to updating the accident/incident reporting documents to include information about the responsibility of staff to notify the Care Inspectorate of required accidents/incidents. These should include any accident/incidents resulting in medical intervention. During this inspection we saw that an updated policy and procedure was available and had been placed in the accident folder to guide staff.

- During the previous inspection the manager stated each staff member should have an annual appraisal carried out which includes a personal development. However, she informed the inspector that these were overdue and she was making it a priority to complete them. Staff we spoke with verified they had all had an annual appraisal.

- During the previous inspection the nurse call system was not being routinely checked; only when a problem occurred. We asked the manager to consider carrying out regular checks to ensure they were in working order to maximise safety for the service users. During this inspection we were informed that the provider (Fife Council) had added this to the maintenance plan and had been carried out.

Service users had personal plans that had assessments to help staff measure specific risks to their health and well-being. Those we sampled were found to be fully completed and the content evaluated to inform practice.

During our visits we saw that service users were supported to take part in a variety of different activities. Service users confirmed they enjoyed taking part in all the different activities and they always chose what they wanted to do.

The manager had systems in place to measure the quality of the service and development plans for areas of improvement which had been identified.

Staff told us they were confident in their responsibilities to protect and support the service users. They felt qualified to carry out their role and this was supported by the records we looked at. Service users we spoke with said they were extremely happy with the care and support received at St. David's Resource Centre.

## What the service could do better

The manager informed us that as part of the contribution management plan she intended to ask service users and their families if they wished to assist in staff appraisals. This means they would be able to express their views on what staff were doing well and contribute to staff development.

We discussed the advantages of having a staff appraisal matrix which would highlight when they are due. The manager agreed that this would be beneficial.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
3 Mar 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Oct 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
28 Oct 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
1 Dec 2008	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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