care inspectorate

Kelvinbank Resource Centre
Support Service

Kilsyth Road
Kirkintilloch
Glasgow
G66 1RP

Telephone: 0141 777 3017

Type of inspection: Unannounced
Inspection completed on: 27 February 2017

Service provided by:
East Dunbartonshire Council

Service provider number:
SP2003003380

Care service number:
CS2004057808

HAPPY TO TRANSLATE

About the service

Kelvinbank Resource Centre provides day support to adults with learning disabilities. The Centre is in Kirkintilloch and is operated by East Dunbartonshire Council. It is registered to provide care and support to a maximum of 85 people each day, Monday to Friday. The Centre was purpose-built. There is access to gardens. Two other services, Outreach (30 adult places)and Outlook (55 adult places) operate under this registration. These services assist people with learning disabilities, access community services at the same time as other members of the public. Outreach provides support in the evenings and at weekends. Some service users have a combination of these services to give them a more rounded care package.

All three services aim to provide choice, opportunity and personal growth within a safe setting, supported by skilled competent staff. They aim to provide person-centred approaches to meet individual needs through education, working towards employment and social activities. More emphasis is placed on developing activities that are meaningful and helping people make use of the resources in their own local area.

At present over 200 people are supported by the different teams in the service.

What people told us

We sent out ninety Care Standard Questionnaires and thirty were returned. Sixteen people strongly agreed and eleven people agreed that 'I am happy with the quality of care and support this service gives me'. One person wrote a supportive comment and two others did not give an opinion. Twenty-six people or their relatives agreed or strongly agreed that they felt safe in the service, that staff treated them well and that staff were well-trained. The others said they did not know about staff training.

Comments included:

'The staff including the drivers are fantastic. They help me choose the things I want to do'.

'I go swimming at the local swimming pool and visit the local leisure drome for indoor games, e.g. badminton and football'.

'I feel quite happy and secure about attending Kelvinbank'.

'The staff listen to my views'.

'I get concerned when there is a shortage of staff'.

'I know all of my staff members'.

'I am well supported by Outlook.... the staff support me well'.

'I would like more individualised support but there isn't enough staff to do that for 3 days at the centre'.

'My daughter has always been safe and well looked after'.

'It is an excellent service. I like Outlook and I enjoy going out. The staff are nearly always on time to collect me....they bring me back on time but we have time to go swimming, bowling or yoga and still have a cuppa and a treat'.

'I have always found the staff have time to care for me'.

'This service supports me 3 x weekly. I always know who is supporting me, I have a timetable with details. I go to an older people's group. Bowling and swimming. I am always given choices. When I am taking part in my activities I am supported to be vocal, independent and encouraged to do things for myself'.

'Staff know me well and I feel happy and secure. The staff are very patient and caring'.

'Carers check with me if they identify a need or a step which they think would be beneficial'.

'The staff at Kelvinbank are fantastic and caring and they take time with my daughter...staff keep in touch about any changes and any worries they may have...I feel Kelvinbank is like a second home'.

'I am asked each week what I would like to do the following week when supported by Outlook and helped to plan this'.

'Staff always friendly and supportive and treat my son with respect and understanding of his needs'.

'There are a number of staff that I am very familiar with and who are well equipped to meet my needs. Any new staff shadow the care staff and allow me to cope with any change'.

'Staff are friendly, supportive and know me well. My activities allow me to predict my daily routine which decreases my anxieties. Staff pay attention to small details which are important to me and this reassures me greatly'.

'I am very happy attending the service, my friends, staff are very friendly'.

'Kind, caring and supportive workers who understand my needs, fears and concerns. Very happy with the quality of care workers'.

'The staff are wonderful'.

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 gave examples of where improvements had been made. For example, in staffing and staff development. The service identified some areas for improvement and how this would be done.

The service had begun asking people using the service to help grade it in line with the Care Inspectorate grading system.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed

Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The staff we spoke with or met in Kelvinbank were very enthusiastic about their work. This was very positive and reflected the general atmosphere in the service. We saw that people using the service had built up good relationships with staff. We found that staff were knowledgeable about the people they worked with and were open to new ideas about ways to provide support and care through individual and group activities. We saw that staff were attentive and interested in providing a good experience for people using Kelvinbank.

There were a wide range of groups available and people were able to choose what they wanted to do. These included arts, cooking, dance, drama exercise. There were specific facilities for people with complex needs including hydrotherapy, physiotherapy and snoezelen (multi-sensory room). As there was now more staff, more groups took place using community facilities. There was an emphasis on ensuring that all the activities were meaningful for people and this was seen as important. Staff were able to tell us how they helped meet peoples' physical, social, emotional and sensory needs while having fun too.

There was also groups designed to help people into employment, such as the sandwich service and community café. This work was important for a number of people.

People we spoke with told us that they really enjoyed coming to Kelvinbank. They thought there were a good range of groups and they were always asked what they wanted to do. They said staff were helpful, friendly and supportive. The service was flexible and some people really enjoyed getting out and into the fresh air, or using other community resources where they took part in regular local activities. More emphasis was now placed on helping people access established groups near the places they lived, meaning they might become more independent and build other, local friendships.

We saw that people using the service continued to help develop and improve Kelvinbank. There was a small but vocal service user group who raised issues, concerns and commented on the running of the service. Some of the people we spoke with were active in the group. They thought they were listened to and problems were sorted out. Service users also helped recruit new staff and this was a very important part of the interview process. We saw how users views contributed to deciding who would get to work in Kelvinbank and the other parts of the service.

We saw that people using the service (and staff) had been encouraged to take part in and contribute to government consultations on the Keys to Life, changes to the National Care Standards and to mental health legislation. This meant their views were passed onto government to consider.

We saw that there had been changes to the management of the service through staff changes in senior posts. This had brought more enthusiasm and direction to the service, focussing on meeting the needs of each service user and recognising that to do so the service and the ways it was delivered need to change. In particular younger people and those leaving school are looking to what Kelvinbank can give them. There is recognition the service needs to adapt to meet their needs, wants and outcomes.

This then means that staff need to be supported and trained to meet the different needs and demands people will bring. Some training is available in specialist areas. In addition staff have been able to join specialist groups. These have been given time to research topics and present their findings to the wider staff team.

This seems to have been helpful in involving and developing staff in the service. It also means that knowledge gained at training is consolidated and shared within the wider staff team. We were told the service would continue to develop staff through these methods.

What the service could do better

We looked at four support and care plans. The plans contained a lot of useful information about each individual but the files were not in good order. This meant that it was not always clear what the up to date information was. Some parts of the support plan used by staff were not dated in some cases. Parts of the review planning materials were not completed or did not match the current support plan. Some of the six-month reviews of plans did not evaluate the work done by either the person using the service or staff. Some support plans and risk assessments only had the word 'unchanged' recorded but with no explanation of the reasons for this.

We also suggested that the goals and outcomes that people planned could be more specific and relate to the everyday groups and tasks people were involved in. This would help people evaluate how their time spent in Kelvinbank contributed to the ways they wanted to manage their lives. Staff could also record this work more clearly in the daily notes.

We suggested that, as the service was about to review support planning, the group doing this should look at other providers' plans for ideas about how to record, evaluate and demonstrate the good work being done.

The service has had some staffing shortages, especially but not only at a senior level. We were told that Kelvinbank was now fully staffed and that the Outlook service should be fully staffed following upcoming interviews. When the service was not fully staffed some activities had not ben available to service users and this had been quite frustrating. Further 1:1 support and supervision meetings had not been provided for some of the staff. We were told that the work with people using the service had been given priority and that senior staff had helped ensure a service was provided. However it is important that regular, formal staff support is re-established as soon as possible, more so now in the Outlook service.

Training for staff should also be reviewed to ensure that staff helping people with specific needs, such as autism or mental health conditions in addition to a learning disability are well supported. The service should also consider how to support staff to gain the necessary qualifications when they require to be registered with the Scottish Social Services Council.

East Dunbartonshire Council is currently undertaking a review of its learning disability services. Kelvinbank is part of that review. Kelvinbank was purpose-built and has been adapted to try to meet the needs of people today and best use has been made of some of the spaces. While the building is still in use it is important that maintenance is carried out to ensure that the service is both safe and the facilities are pleasant to use. We noted that some repairs had not been carried out, in particular in the women's toilets. There were also concerns about the emergency lighting systems. We have made a requirement about this.

Requirements

Number of requirements: 1

1. The provider must ensure that the repairs and maintenance of safety systems, for example, 'emergency lighting' are carried out promptly and as soon as possible after the fault is reported.

This is to comply with SSI2011/210 4(1)(a) make proper provision for the health, welfare and safety of service users.

National Care Standards, Support Services, Standard 10 - Feeling safe and secure and Standard 5 - your environment.

Timescale: as soon as possible and by 14 April 2017

Recommendations

Number of recommendations: 4

1. The service should ensure that the six-monthly review of the support plan evidences the work done in the preceding months, shows how this has been evaluated, to meet peoples' needs, wants and outcomes, and how decisions about changes to the support have been made. This should be recorded in good detail, also noting the reasons why changes are not required.

National Care Standards, Support Services, Standard 4 - Support arrangements and Standard 2 - Management and staffing arrangements.

2. The service should ensure that support plans and individual files are well-maintained, and that all paperwork is relevant, dated and signed.

National Care Standards, Support Services, Standard 4 - Support arrangements and Standard 2 - Management and staffing arrangements.

3. Service users and carers should be encouraged to contribute to the service's annual self-assessment. This is the document that is submitted to the Care Inspectorate each year when the provider details its strengths and areas for improvement. This would be another way of promoting participation from people who use the service.

National Care Standards, Support Services, Standard 12 - Expressing your views.

4. The provider organisation (East Dunbartonshire Council) should respond in a more timely manner to requests for repairs, ensuring that the building is well-maintained and decorated throughout and is a pleasant place for service users and staff to use.

National Care Standards, Support Services, Standard 5 - Your environment and Standard 10 - Feeling safe and secure.

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

Date	Type	Gradings	
18 Mar 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
21 Dec 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
13 Jan 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good
30 Apr 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 3 - Adequate

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