

Chandler's Court Support Service

Chandler's Rise
Bishopmill
Elgin
IV30 4GF

Telephone: 01343 548547

Type of inspection: Unannounced
Inspection completed on: 23 August 2017

Service provided by:
Hanover (Scotland) Housing Association
Ltd

Service provider number:
SP2003001576

Care service number:
CS2003013805

About the service

Chandler's Court is registered as a support service, which provides support to a maximum of 16 adults. The service operates Monday to Friday and is based in Chandler's Court which is one of Hanover (Scotland) Housing developments in Elgin. This service has been registered with the Care Inspectorate since April 2011.

The aims and objectives of the service include:

- To provide a variety of activities to promote our customers with their mental and physical well being.
- To provide a comfortable, safe environment where our customers can enjoy the company of others and reduce the risk of becoming socially isolated.
- To ensure our customers are provided with a well balanced, nutritious meal and snacks throughout the day.
- To enable our customers to share their views/concerns and to feel valued.
- To support families by offering daily respite to the customer.
- Ensure individual/group inclusion with menu selection, daily activity planning and social excursions.

What people told us

During our inspection we gathered people's views in a variety of ways, which included questionnaires going out to people who attended the service and staff members. As part of the inspection process we visited the service on a Wednesday, Thursday and Friday, which enabled us the opportunity to talk to a number of people.

People we met spoke very highly of the service they were receiving, from the staff through to the meals they had at lunchtime. The staff at the service had created many different opportunities for people to be involved in what was happening and this was reflected in the comments we were given. A selection of the comments we received were:

- 'The staff are second to none'.
- 'The staff can't do enough for you'.
- 'The food is lovely, you should have your lunch here'.
- 'I really enjoy coming here, it's just nice to see the staff and friends'.
- 'There is lots of variety in the activities we do, I enjoy it all'.
- 'Staff work hard some days when it's really busy'.
- 'Staff are gems, proper gems'.
- 'I can't fault the service'.

Self assessment

A self-assessment is no longer requested from this type of service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

What the service does well

Chandler's Court day care service was highly thought of by people who were attending. People told us they thought the staff were excellent, or very good, and some of the comments shared with us were "they are gems", "the staff are second to none", and "they can't do enough for you". Similarly, positive views were shared about people's food experience at lunchtime, for example, "oh, the food is lovely here" and "I look forward to my dinner".

People were offered a variety of ways to be involved in choices around the service and this was facilitated by staff. These opportunities ensured people's views were heard and people felt involved and valued. Groups attending on each day identified what they wanted to do the following week on a turn by turn basis and alternatives were offered if someone wished to do something different. The cook gained people's views about menu ideas and they would try to incorporate these choices into the next seasonal menu.

There was an active programme for activities which incorporated some external entertainers who came in to the service to perform a variety of different talents. Additionally the service organised outings, for example, going out for an afternoon tea, which people told us they looked forward to.

Day care meetings were held on alternate days to allow the different groups to have their say about the service and minutes were displayed on the notice board. There was good evidence which demonstrated the staff listened to what was being said. For example, the room the service had previously used was becoming too small. People's views were gained through a series of meetings which involved all the groups and the service moved to a more appropriate room. People commented on this change and said it was a lot better.

The service had three regular staff members who engaged positively with people throughout our inspection. Staff knew the people attending well and had a friendly approach, which was respectful and caring. This was reflected in some of the comments about their experience of the staff.

Staff did their best to ensure they met with people attending on a six monthly basis to review their personal plans and support and we could see a range of positive views being shared in the minutes of these meetings about the service. This reinforced that people's views were important to staff.

What the service could do better

Day care personal plans were in place for everyone attending Chandler's Court and these were being reviewed regularly for the majority of people. There was a lack of running note entries for some people which made it difficult to track what people had enjoyed or been involved in whilst they attended. We discussed this issue with the temporary manager and staff. Staff told us they had been aware of this and had implemented a system to improve the frequency of entries in the running notes and it was noted this had made improvements. By the end of the inspection the staff at the service had taken practical measures and had developed a way which should enable easier access and completion of running notes. We will review this at our next inspection.

Personal plans read by us suggested there had not been any changes made, which meant many plans remained unchanged for a number of years. Plans were written in a way which was not always person centred or outcome focussed and we felt some of the wording within people's plans was centred on the aims and objectives of the service. Plans should be completed in a way which recognises more the individuality of the person and their outcomes **(see Requirement 1)**.

There had been changes within the management of the service recently. Prior to this change there had been a

lack of on-going staff support or training opportunities available to staff. Training was not up to date for staff and some courses had lapsed. Staff induction for one staff member demonstrated there was a lack of support through their induction which should have been led by management.

Staff's on-going support meetings with their line managers, commonly referred to as supervision, had not taken place to the expected standards. For example, one staff member had only had supervision in June 2014 and May 2017 (**see Requirement 2**). Over recent months the provider and temporary manager had begun to address a number of these matters, but there had not been sufficient time to measure how these improvements had been put in place. It was clear the staff in the service had worked well to support each other, which demonstrated how positively they worked as a team. It was apparent staff had worked well together to maintain the experience being offered to people who attended.

Requirements

Number of requirements: 2

1. The provider must ensure people's personal plans reflect their individualised outcomes and how support should be tailored to meet these outcomes. To do this, the provider must:

- review people's support formally every six months, or sooner if needs change.
- review all written documentation within the next planned review, ensuring documents are adapted to reflect the support and outcomes for people attending.
- review outcomes for people to ensure these are completed in a person centred way.

In doing so, the provider will ensure the service is capturing people's support and outcomes in a person centred way.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulations 2(a), (b), (c) and (d)

Timescale: by 23 December 2017.

2. The provider must ensure staff are offered opportunities to discuss their job roles and to continually develop their practice. To do this, the provider must:

- ensure staff are offered regular opportunities to meet with their line manager to discuss their job role and their continued professional development, and
- ensure staff are trained to the level agreed in the training needs analysis.

In doing so, the provider will ensure staff have opportunities to continually develop their practice and knowledge.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulations 15 (b).

In making this requirement we considered the Scottish Social Services Council, Codes of Practice For Employers of Social Service Workers, 3.5.

Timescale: by 28 December 2017.

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

Date	Type	Gradings
27 Aug 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
18 Aug 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
23 Sep 2010	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
25 Nov 2009	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
5 Feb 2009	Announced (short notice)	Care and support 4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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