

Joint Dementia Initiative Housing Support Service

Joint Dementia Initiative
Dollar Park
Camelon Road
Falkirk
FK1 5SQ

Telephone: 01324 501730

Type of inspection: Unannounced
Inspection completed on: 9 November 2017

Service provided by:
Falkirk Council

Service provider number:
SP2004006884

Care service number:
CS2004068192

About the service

The Care at Home/Housing Support Service part of Falkirk Council's Joint Dementia Initiative is known as the One to One support service. The service is provided to people at any age, diagnosed as having memory problems who require care and support services in their own home. The service also provides support to carers and families. The service can respond to crises, intermittent needs and short and long-term needs. The service provides a drop in café for people who want to have company, discussion and attend social events and people can attend with their support workers or family members if they want. There is also a group of people who meet monthly at the café who benefit from sharing their experiences as well as organising social activities. This group is led by the people who use it and support is available from staff if they want this.

What people told us

We asked ten people for their views using questionnaires before the inspection. Six people (family members) returned the questionnaires, and these were completed with very positive views of the service: "Friendly, supportive, caring staff. Always cheerful, helpful and interested in us. A valuable help in our lives as we live with dementia"; "been a big part of our family for nine years ... they are always at the end of the phone if and when we need them"; "The service is tremendous. We can't thank the staff enough ... always incredibly kind and considerate"; "I am very happy with the personal care my father receives. [staff member] has been totally supportive, beyond the call of duty".

We spoke to six family carers on the telephone and one person who used the service. They told us: "Terrific service, cannot praise them highly enough ... I greatly appreciate the support and advice, absolutely superb"; "They go above and beyond what you expect from a 'service', the whole concept of person-centred care - they really live that"; "they are really like an extended family, there when we need them - amazing"; "They are very very good, no complaints at all. I get on well with all my support workers"; "it's brilliant. They're marvellous, excellent service"; "I don't know how I managed without them".

Self assessment

We did not ask services to complete a self-assessment this year. We looked at the previous year's self assessment. We were satisfied with the way the provider had completed this.

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	5 - Very Good

What the service does well

There was a strong ethos of respect and compassion in this service, which staff showed in the way they worked and supported people using the service and their families, recognising what was important to each person.

We met ten people at the service's drop-in café. People told us that the service was "brilliant", and that they especially valued that they knew they were among friends with similar difficulties, so they would not feel

embarrassed about repeating things or forgetting something during conversation. People gained social confidence from feeling included. People who used the 1:1 service and the café praised the knowledge staff had about dementia, saying that staff had the time to explain how the condition affected them or their family member, which helped them have a better understanding of the condition.

People particularly praised the responsiveness and flexibility of the service, which helped ensure that the person's needs were met as their condition and circumstances changed.

Personal plans were very detailed, giving good information about areas of vulnerability and risk for the individual. The plans focussed on what people could do, and how to maintain people's skills. Staff kept a record each time they worked with someone, or there was a change in someone's circumstances. These were well recorded and also showed how the service communicated well with other agencies like social work or health colleagues.

People using the service and their family carers were involved in the service in a variety of ways. During the inspection, a family member was part of a panel interviewing potential new staff members. The service holds regular meetings for people and their families to contribute their views, and also uses questionnaires to help develop the service.

Staff within the service were very committed and were highly praised by people we spoke to. Staff told us they were well supported by the management team, which they said helped them to provide a high standard of service. Support was provided formally through regular professional supervision which offered the chance for staff to reflect on their practice, but also informally when needed. Regular staff meetings helped ensure good communication.

We could see that there were good training and induction arrangements for staff, and a consistent commitment to developing the knowledge of staff about dementia which helped ensure their knowledge and skills were up to date.

The management team regularly took time to consider how to improve and adapt the service, and consulted with staff, service users and family members on this. It was clear that the ethos of compassionate care within the service was established and sustained as a result of the commitment and direction of the management and staff team.

What the service could do better

Although there was very good detail in personal plans and risk assessments covered important areas, they did not state what measures were in place to reduce risks. The manager had already identified this and had discussed with the staff team how to improve this.

Personal plans could be further improved by a clear indication of the role and purpose of the service for each person, stating what outcomes will be achieved as a result of the service's support.

The service should introduce a systematic approach to ensuring that reviews of personal plans are consistently completed every six months.

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

Date	Type	Gradings
13 Jan 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
5 Feb 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
11 Mar 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
21 Feb 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
17 Dec 2012	Unannounced	Care and support 5 - Very good Environment Not assessed

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good
24 Jan 2011	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
12 Mar 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
13 Feb 2009		Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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Care Inspectorate
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