

## Keith Resource Centre Support Service

26 Mid Street  
Keith  
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Telephone: 01542 885105

Type of inspection: Unannounced  
Inspection completed on: 14 March 2018

**Service provided by:**  
The Moray Council

**Service provider number:**  
SP2003001892

**Care service number:**  
CS2003008819

## About the service

Keith Resource Centre provides a support service in the Keith area. The service is registered with the Care Inspectorate to provide support to up to 16 older adults or / and adults with learning disabilities. At present the Keith Resource Centre was being used primarily for the older people's service and the learning disability service was being provided more in other community resources.

From the aims and objectives for the service they told us:

*"We aim to provide the following within our services:*

- A service where individuals feel safe and secure.*
- To ensure that service users maximise their potential within their lives.*
- To ensure that service users feel valued as individuals.*
- To ensure that service users enjoy an experience aimed at meeting individual objectives.*
- To ensure that service users are consulted with and participate as well as they can in the service that we provide.*
- To provide signposting for other support services.*
- Promote the principles of Citizen Leadership.*
- To enable individuals to lead as independent and fulfilled lives as possible.*
- Maintain active links with the community and peers".*

The service was registered with the Care Inspectorate on 1 April 2011.

## What people told us

For this inspection, we gathered people's views in a variety of different ways. We asked the service to hand out the following prior to inspection:

- five care standards questionnaires for people who experience care from the service and three responses were received back,
- three staff questionnaires and one response was received back.

During the inspection we met and spoke with:

- thirteen people who were attending the service
- and eight staff members.

People we spoke with told us they were happy attending the service and this enjoyment was reflected in the observations of the service. People told us:

- 'I've lasted longer here than anywhere else'
- 'Been coming here for a year now - it's a great service'
- 'I like coming to the centre, it's good to get out'
- 'I really enjoy coming, it gives me independence'.

## Self assessment

Self-assessments are no longer requested from this type of service. The manager showed us their team plan which set out a number of areas the manager and provider were intending to improve or develop.

## From this inspection we graded this service as:

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

## What the service does well

People who attended the service told us they enjoyed coming. When we took part in some of the activities being offered, we saw staff knew people well and they offered person centred support which met the needs of the individual. Staff responded to individual needs to ensure people were being supported and included in the day to day service. Throughout the visit there were good levels of fun, led by people attending or staff. This created an experience which people said they enjoyed.

Attendance levels varied from day to day and staff were coordinated to ensure that there was enough staff on during the day to meet the needs of the people who were attending. People were supported to attend the service with various methods of transport and staff supported people where this was needed, for example escorting on a bus or taxi. People were able to choose in advance the weekly activities for the next week with the proviso that activities could change on the day, if people wished them to. Activities were varied and there were a number of choices available. Each morning we were there, the morning started off with a letter grid which was used to get everyone going whilst they had a refreshment of choice. People were offered a choice of options for lunch in advance at a small cost and if people preferred they could chose to bring in their own packed lunch.

There were regular supported people meetings and the minutes evidenced a good level of user involvement with decisions being made by people attending. Meetings happened on alternative days to allow everyone to be involved at some stage, which was a benefit for the people attending.

Staff training, team meetings and individual staff support were now happening regularly, and these had improved in frequency over the last six months. There were good levels of discussion about the service and staff's on-going learning and development. Some of these areas featured within the team plan for the service.

Staff we spoke with indicated they were supported in their roles. There was an additional interest in some more dementia training and we signposted the service to the Scottish Social Services Council training "Promoting Excellence in dementia care" resource which is free for staff to work through.

## What the service could do better

People who attended had a positive experience. There was some support paperwork which lacked clarity on the individual outcomes for the person attending. The service was asked to develop the link between individual's identified outcomes and how the service was going to support the person to achieve these outcomes within the

service. In some case files we reviewed we saw some generic wording around outcomes which did not reflect the individualised or person centred nature of the support being offered to people. This needed to improve and develop.

There were some areas within support documentation which had been overdue a review. It was apparent the staff were working on bringing things up to date with individuals who attended. The way staff were doing this needed to be coordinated better. To coordinate better the updating of people's support documentation, we suggested that staff used the audit tool available to carry out a review of all supported people's files. This would identify what needed to be done, to then allow key staff to work in a systematic way to bring the information up to date. Where work had been done, we found a number of documents had not been signed by the individual and we suggested some practical ways this could improve. This action was important as it was a way to evidence supported people's involvement in the review and their agreement **(see Recommendation 1)**.

The manager and staff explained that it was difficult to get everyone to attend a team meeting due to the hours people work, whilst providing the service. We discussed some practical ways which could improve this, for example by asking staff who were unable to attend to consider their views in relation to the agenda in advance.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The provider needed to ensure that people who experience care and support from the service have their care or support reviewed regularly. To achieve this, the provider needs to:

- a. formally review people's care and support every six months, or sooner if their needs have changed,
- b. ensure people's support documentation is reviewed every six months, or sooner if their needs have changed,
- c. ensure people's risk assessments are reviewed every six months, or sooner if their needs have changed,
- d. ensure people have signed their documentation, or their legally appointed guardian to evidence their involvement.

**National Care Standards, Support Services: Standard 4 – Support arrangements.**

## 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	
23 Feb 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Jan 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
17 Nov 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Feb 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
11 Mar 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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