

Saltire Neighbourhood Centre Support Service

Scholars Gate
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Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2003001345

About the service

The Saltire centre is a modern, purpose-built, day care facility for older adults. It is part of South Lanarkshire Council's Social Work Resources system of care for older adults and shares a management team with Meldrum House. Saltire centre is identified as the unit which caters for service users who have dementia.

The service is provided between 9:00 and 5:00 pm five days a week. Service Users are picked up from and returned to home, in the unit's own transport. Older adults attending the centre are offered a choice of activities, outings and lunch. The Saltire Centre also provides support for personal care.

What people told us

For this inspection we received the views of fifteen of the thirty-one people using the service. Ten people gave their views via the care standard inspectorate questionnaires and we spoke with a further five people using the service.

We received the following comments from people who used the service:-

"We are lucky to have this wee club to go to it keeps the mind active, staff are terrific and a great help no complaints".

"Staff are great can't do enough for you, no complaints, I really like coming here".

We received the following responses/comments from the returned care standard questionnaires:-

"The staff have encouraged my Mum to eat and shown kindness and respect to her and help her settle into the environment".

"It's good to have somewhere like this to go".

"I cannot praise the staff highly enough. My Mother loves going to her 'club'. The staff go over and above what we ever expected".

Ten people indicated in the care standard questionnaires returned that they strongly agreed or agreed that they were happy with the quality of care the service provides.

We did not receive any negative responses from the questions asked in the care standard questionnaires returned.

Self assessment

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

We observed that people who use the service were actively involved in using the service in making decisions which affect their lives such as, which activities they may wish to participate in.

We found that staff treated people with dignity and respect and helped people to make their own choices and supported them in those choices.

We found that very good work had been done in developing 'life story' information and we found that this being used proactively in discussion with people, to encourage dialogue and engagement.

New streamlined care plans were now in place which were easier to read and understand for staff. This consisted of a one page summary and then a detailed 'life story'. We found this information was being used to good effect in staffs conversations with people.

A second care plan containing the 'in house' documents for reference such as co-produced assessment was also in place.

We thought that staff were very skilled and knowledgeable about the people they looked after e.g. The way in which staff prompted and gave clues in quizzes linked to peoples life stories was excellent. This practice was very good in supporting peoples psychological well-being and self-worth. We also thought, the way in which the service used technology to immediately bring up a song chosen by people was first class.

We saw that staff linked conversations to peoples life history and got them to talk about happy memories.

We observed lots of laughter and banter throughout the inspection this helps to sustain peoples psychological well-being.

We saw a range of activities going on such as quizzes a sing-song , dancing and reminiscing.

It was evident that the service uses good practice material to shape how they deliver support and care to people.

Staff were very good at encouraging service users to maintain skills and abilities through offering an appropriate level of support. Staff have undertaken condition specific training which has helped give them insight as to how certain medical conditions may affect individual people e.g. Parkinson's.

We observed staff respond calmly and appropriately which had the outcome of calming people who become agitated or distressed.

We observed meal times where we saw that people who use the service were verbally offered a choice and on one occasion were shown the choice on a plate. We would suggest that showing people the choice on a plate would help people make an informed choice.

The menu was on the wall. We suggest that pictorial menus should be in place on each table.

We found that staff sat with people at the table and engaged people in conversations which was good to see. We thought the atmosphere during meal times was friendly and relaxed. We thought the food was warm tasty and appetising.

Staff said they had received appropriate training to do their job.

Staff had completed the Scottish Government training in 'Skilled Dementia' and staff said this had helped them to understand better the effects of dementia and they had used this in their practice e.g. taking their time and giving people time to respond to questions.

Some staff have received 'stress and distress' training to support people who are experiencing distressed behaviour and this was being used effectively, to support people who use the service, by offering quite time and recognising the signals when the person is becoming distressed. This has helped to reduce the incidents of people becoming distressed.

Some staff had an SVQ qualification to register with the Scottish Social Services Council (SSSC) and some were waiting to start their training.

Plans were in place for staff to start their SVQ qualification.

The service has developed an E-learning system for staff this includes training in new legislation such as 'Duty of Candour' training and it is planned that all staff will complete this.

We found that staff had regular supervision and an annual appraisal.

We thought the structure of the new supervision and appraisal documentation which had been introduced since the last inspection and was good.

Accident and incidents were recorded and the service was notifying the Care Inspectorate appropriately.

Staff said that they received appropriate training to do their job, they were confident in management and said that they thought people were well looked after. Staff were aware of their responsibilities to report any incidents of poor practice and said they would not hesitate to do so.

From the information available we were satisfied that all appropriate environmental checks were being carried out to keep people safe.

Appropriate employers liability insurance was in place.

Appropriate maintenance checks were in place such as gas safety and PAT testing. Minor repairs were carried out timeously.

What the service could do better

We said at the last inspection that the organisation is currently looking at the way forward as far as supporting service users who have an identified support need in relation to medication. And we would look at progress in this area at the next inspection.

We found at this inspection that a medication plan was now in place for each service user. The service 'prompt' and 'remind' people to take their own medication.

We identified at the last inspection that the taps in the bathroom were difficult to operate. We were pleased to see that this had been resolved and the taps had been replaced and were now easy to use.

We found that people weights were being taken. We understand that this was being done to monitor any weight loss/gain for people. However, where this was thought to be necessary weights were not always taken consistently e.g. monthly.

We observed one lady who liked to wander into the garden and on occasion set off an alarm. We observed that staff 'rushed' to bring the person back in.

This was discussed with the manager who agreed that as long as the garden is secure there should be no issue with the person going out. We also discussed exploring using 'design' alternatives on the exit door to distract the person and suggested the service contact the University of the West of Scotland and /or Dundee University Dementia unit for advice and guidance.

We found that information in care plans on the use of restraint and on falls risk assessments were not always being reviewed regularly. The use of restraint and falls risk assessment should be regularly reviewed.

It was good to see that the service was using an 'outcomes achieved' scoring system in care plans, however, this was not always completed. The manager acknowledged and recognised that staff are not always clear on how to do this and further training has been recommended. We look forward to seeing this at future inspections.

It was very good to see that South Lanarkshire Supervision and appraisal policy includes the importance of 'reflection' and the opportunity to 'reflect' is also included in the 'learn on line' resource. However, we found that the new supervision and appraisal documents were not being completed effectively to accurately record what people had learned and how they had put learning into practice and to 'reflect'. We acknowledge that this involves a change of culture and is a complex process and will take time for staff and management to get familiar with the changes which are now in place. We look forward to seeing this at future inspections.

The service should continue to develop reflective practice.

The manager has agreed to monitor the quality of information recorded in supervision and appraisal going forward, to ensure the information is reflective.

The service should ensure that all sections of the care plan are always signed and dated.

The service should ensure that where a Power of Attorney (POA) is in place that evidence is kept in the file to confirm what powers have been granted under POA. e.g. A copy of POA certificate.

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	
15 Jul 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
3 Sep 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
23 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
12 Aug 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
22 Jan 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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