

St. David's Bradbury Day Centre Support Service

57 St David's
Newtongrange
Dalkeith
EH22 4LF

Telephone: 0131 663 8195

Type of inspection:

Unannounced

Completed on:

2 August 2018

Service provided by:

St. David's Bradbury Centre

Service provider number:

SP2015012555

Service no:

CS2015343823

About the service

This service was first registered with the Care Inspectorate in August 2016. It is a day centre for a maximum of 20 older adults aged 65 years or older. It is based in a residential setting in the small village of Newtongrange in Midlothian.

Its aims are as follows: "The centre seeks to aid, assist and help elderly people maintain their independence within the community and improve their quality of life and that of their carers through representation and use of appropriate services".

What people told us

Before the inspection we received 17 questionnaires from people who use the service or their relatives. All feedback was positive. People said: "St. David provide an absolutely first class service. My Dad prefers to go here than spend the day with me!!!" "The staff are absolutely magic.." "Going to David has changed my Dad's life.." "Very friendly staff", "The service provided by St David's Newton Grange is invaluable", "All staff show the upmost respect for me", "I have total faith in them", "The service given by St David's Bradbury is outstanding."

During the inspection we spoke to sixteen people and two relatives and all were very positive and happy with the service.

One relative did tell us that there was not a specific piece of personal lifting equipment available. We looked into this and found that this equipment was available at the service.

Self assessment

We did not ask for a self assessment this year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

The service is providing a very good level of care and support. We saw and heard that people were very happy with the service. There was an inclusive, happy and sociable atmosphere to the centre. Service users told us that they really looked forward to coming and most people would like to attend the service more often.

We talked to people about the things they do at the service and they told us that they go out on trips three or four times per year. People told us that at the service they like to play dominoes, quizzes, carpet bowls and seated exercises. In particular, the chance to enjoy a setting other than their home and a chance to meet other people was the biggest plus to their experience.

We saw that the service had a medication policy in place. It was clear about how it met people's needs in this area, though we did ask that the policy was further clarified. This gives us confidence that people's needs will be met in a safe way.

There was a daily meeting to make sure activities meet the needs of service users who may be living with dementia. This tells us that people experience care and support that is right for them. We spoke with the service about their dementia training. We will discuss this further under the theme of 'staffing'.

We saw that there were outside catering arrangements, as there was not sufficient room for the service to make their own meals at the premises. All people we spoke to were happy with this, though some people did say that choice was limited if they did not like the menu of the day. We made some suggestions as to how people could be offered more choice with meals and we look forward to looking at this again at the next inspection.

We saw that people had personal plans and these were well laid out with the necessary information and details of people's preferences and choices about food and activities. We could see that people's care and support had been evaluated and reviewed; however, we have asked the service to develop their recording and practice in this area. We made suggestions to the service as to how this could be done. This is important so that people continue to receive care that is right for them.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The service was performing at a good level for this theme.

The service was clean and tidy. We were pleased to see that all cleaning products were stowed away safely. This is important so that people can have confidence of a high quality environment.

We could see that there were now cleaning records available to see. This is important to maintain the high quality environment as the manager will be able to overview the upkeep of the service.

We saw that all equipment had been checked routinely. This keeps people safe, which is important for people's well being as they can have confidence that when using equipment they will be protected from harm.

We did see one piece of equipment that needed to have brakes applied to ensure the safety of people. This piece of equipment was not used for lifting or mobilising. The manager agreed to look into this.

We saw that the service checks the temperatures of foods regularly. Also, the service makes sure that the equipment used to do this is also routinely checked to make sure it is fit for purpose. This tells us that the service promotes people's well being with regard to the environment, keeping people safe when serving food.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The service was performing at a good level with regard to the theme 'staffing'.

It was very clear from observing and speaking to staff that they very much valued and respected the people that attended the day centre. The interactions were warm, sensitive and courteous. People spoke very highly of the staff.

The staff group was largely unchanged from last year. This is important as people can get to know the staff who work here. People can experience care and support which is consistent and stable.

We saw many examples of staff being compassionate, inclusive and person centred. Nevertheless, we found that it would be of benefit if staff could update their training in dementia. This would ensure that people continue to experience good quality care and support. In addition, we saw that other training needed to be refreshed. We discuss this more under Management and Leadership.

Staff told us that they felt supported and listened to. It was good to see that formal staff appraisals have begun. We could see that team meetings were not happening as regularly as they had been before due to the demands of the service. Also, we heard that formal supervision had not started as yet. It is important that staff have formal ways they can regularly meet as a team and regularly gain formal support. We discussed with the manager about reviewing policies and practice on team meetings and supervision and look forward to seeing the changes at the next inspection. We have made an area for improvement about this.

We saw that the service did not always follow best practice with regard to Safer Recruitment. This is important so that people can have confidence that they will be protected from harm.

We discussed this with the manager and she agreed to change the policy and practice in this area. We have made an area for improvement about this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should ensure that staff have regular opportunities to have team meetings and have formal supports in place for supervision. This is to ensure care and support is consistent with the Health and Social Care Standards which states 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).
2. The provider should ensure that that best practice in Safer Recruitment is understood and followed. This is to ensure care and support is consistent with the Health and Social Care Standards which state 'I am confident that people who support me have been appropriately and safely recruited' (HSCS 4.24).

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

This service is performing at a good level for Management and Leadership.

We could see that the manager was very knowledgeable about people, people's relatives, about staff and about volunteers. There was a daily meeting to plan for the people that were to attend that day and a more detailed plan for people that were living with dementia. This tells us that people can have confidence that their care and support will be responsive to their needs.

We saw that the manager gave consideration to how the service was delivered. She made sure that people spent the least amount of time on the bus as possible. Also, the manager tried to align service provision to specific geographical areas.

We found that the manager had developed a new information pack for people who were interested in attending. This included a new contract which outlined what people should expect from their service. This gives us confidence that the service is well led and managed.

We saw that auditing and overview had started which was good to see; however, we discussed how this could be extended and improved. We gave examples at the time of the inspection of areas where greater overview is needed and how this could reflect the new Health and Social Care Standards.

We also looked at the policies and procedures and found that some were needed and others need to be amended or developed. The manager agreed to take this forward.

Also, we heard how the service had not managed to canvas feedback from people and relatives like they had done last year. However, we were told of the service's Facebook page which helps to keep relatives up to date about the service.

As detailed in the section on staffing, we found that some staff need to refresh their training, though it was good to hear that Adult Support and Protection training is underway. The manager agreed to ensure that all staff were confident and competent in their roles.

It is important that people can benefit from a culture of continuous improvement. We have made an area of improvement about this. In addition to this, we have asked that the service produce a development plan to formalise their future service development.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should improve their management overview and quality control of the service. This is to ensure that care and support is consistent with the Health and Social Care Standards which state ' I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19)

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

It is recommended that the service locks away its cleaning products, uses a cleaning schedule and holds data of risks associated with the use of chemicals in cleaning products.

National Care Standards, Support Services, Standard 5 - Your Environment.

This service could make use of the following best practice resource:

www.hse.gov.uk

This recommendation was made on 4 October 2017.

Action taken on previous recommendation

This recommendation is met. Cleaning products were locked away and although data sheets were not available at this time, we expect when training in this area is refreshed that this will be rectified.

Recommendation 2

It is recommended that the service develops their staff supervision and appraisal policy.

National Care Standards, Support Services, Standard 2: Management and Staffing Arrangements.

The service could make use of the following resource:

<http://www.stepintoleadership.info/assets/pdf/SSSC-Supervision-learning-resource-Sept-16.pdf>

This recommendation was made on 4 October 2017.

Action taken on previous recommendation

This has not been met and has been changed to an area for improvement.

Recommendation 3

It is recommended that the service develops a policy and a procedure to support people in managing their medication. Staff need to be suitably knowledgeable and trained.

National Care Standards, Support Services, Standard 4: Support Arrangements.

The service could make use of the following resources:

[https://www.rpharms.com/Portals/0/RPS document library/Open access/Support/toolkit/handling-medicines-socialcare-guidance.pdf?ver=2016-11-17-142751-643](https://www.rpharms.com/Portals/0/RPS%20document%20library/Open%20access/Support/toolkit/handling-medicines-socialcare-guidance.pdf?ver=2016-11-17-142751-643)

<http://www.careinspectorate.com/images/documents/2786/prompting-assisting-and-administration-of-medication-in-a-care-setting-guidance-for-professionals.pdf>

This recommendation was made on 4 October 2017.

Action taken on previous recommendation

This has been met. This is in situ. We highlighted where amendments are needed.

Recommendation 4

It is recommended that the service develops its auditing systems and management overview. This includes monthly audits of care records, medication records, recruitment records and training records.

National Care Standards, Support Services, Standard 2: Management and Staffing Arrangements.

This recommendation was made on 4 October 2017.

Action taken on previous recommendation

This has not been met. It has now been changed to an area for improvement.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
1 Sep 2017	Unannounced	Care and support
		5 - Very good
		Environment
		4 - Good
		Staffing
		4 - Good
		Management and leadership
		3 - Adequate

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