

White Top Centre Care Home Service

Westfield Avenue
Dundee
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Telephone: 01382 435198

Type of inspection:

Unannounced

Completed on:

16 October 2018

Service provided by:

Dundee City Council

Service provider number:

SP2003004034

Service no:

CS2003000512

About the service

The White Top respite flat is a domestic style three-bedroom flat situated just off the Perth Road, in the centre of Dundee. The respite flat forms part of a purpose-built centre for adults with profound and multiple impairments and accompanying disabilities. The centre was the result of a collaboration between Dundee City Council Social Work Department, the University of Dundee and NHS Tayside.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

What people told us

Prior to this inspection we sent the service Care Standard Questionnaires (CSQs) to give to people to complete and tell us their views. We received one completed questionnaire prior to this inspection. We spoke with some relatives by telephone and informally chatted with, and observed people, who were using the service during this inspection.

People appeared happy, comfortable and content throughout our visit. Relatives told us:

'My relative loves it... absolutely loves it.'

'My relative enjoys going to respite.'

'The staff are fantastic there.'

'I never have to worry - I know they will call if there are any problems.'

'I am happy with the support plan.'

'As carers we are often consulted regarding the respite service and we are always informed if any changes are to be made.'

'I was actively involved in the preparation of my relatives care plan - on their behalf.'

'My relative appears happy and contented when in respite.'

'They are well looked after.'

Self assessment

We did not request a self assessment from the service prior to this inspection. The manager presented a range of tools that they used to evaluate the quality of the service and to identify areas for development and improvement.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

People could be confident that their personal plan was right for them because it set out how their needs would be met along with their wishes and choices. We saw that people had very detailed support plans that described important information about their support. This level of detail helped staff to understand what was important for people. We also saw that plans were written in consultation with people and there was a focus on recognising peoples' strengths and encouraging people to be as involved in their care and support, as they were able, promoting independence and developing skills. Clear reference to risk assessments and guidance from other professionals helped staff to navigate through the information which was readily accessible.

People should expect to be supported to communicate in a way that is right for them. We were impressed that the manager, and their staff, were using the five good communication standards developed by the Royal College of Speech and Language Therapists (RCSLT), to consider how they could improve the service for people. An environmental assessment had been completed to produce an environmental profile that supports inclusive communication. An action plan would be developed for the team to work towards to make further improvements. So far, we heard that there had been further training for staff in Makaton, object signifiers were available, visual prompts and signs, as well as a range of technology to help people communicate in a way that suited them.

We saw some excellent examples of power-point presentations that were being developed to inform review meetings. This could help people to feel more involved in their reviews. The manager also hoped to consider additions of pictorial prompts to support plans. The standards can be found here https://www.rcslt.org/news/docs/good_comm_standards

During our visit to the service, we observed warm, caring and inclusive interactions where people were naturally involved in conversations when planning their day. People were involved in routine tasks such as doing laundry, helping with the recycling and preparing meals. There was a comfortable and welcoming atmosphere within the care home and people appeared to be enjoying their stay. When we spoke with family members, they confirmed that their relative enjoyed their respite holiday. People commented how important it was that the staff, who worked in the respite service, were familiar to their relative and knew their needs well.

People could choose to be as active as they wanted with a range of activities and resources available within the building. Some staff had training to support rebound therapy which meant people could enjoy the resources available to them within the building. Staff were also working continually to look at opportunities in local communities such as the Makaton choir. Staff thought creatively about any potential barriers for people so that they could enjoy a wide range of meaningful activities during their stay in respite such as pub lunches, cinema and helping with the weekly shop.

Staff received a range of training to prepare them for supporting people who had a wide range of complex needs. Staff had received training around dysphagia and modified diets, postural care and enteral feeding. Staff thought the training they received was of very good quality and we saw that training was a focus of discussions during supervision meetings.

The minutes of team meetings benefited from an action point document which helped to track progress for agreed actions. The manager planned to ensure an action point followed other meetings to help keep track of progress.

Speaking to staff, it was evident that they felt supported, listened to and that their views were valued. There were opportunities for staff to develop their skills and contribute to the development of the service.

An excellent service is one that has a demonstrable track record of innovative, effective practice and/or a very high quality performance across a wide range of its activities. The manager and the staff team were committed to the on-going evaluation of the service and striving to further develop and improve the service to meet peoples' on-going and changing needs. We found evidence that the service was performing at an excellent level in relation to the quality of care and support and the quality of leadership and management and we look forward to seeing how developments progress at our next inspection.

What the service could do better

We thought that it would be good to see information in personal plans developed in a format that was more accessible to the person, where this was appropriate. We heard however that staff were working with speech and language therapists to introduce further communication aids which could help in this process.

The manager planned to develop ways for staff and other stakeholders to influence the overall service improvement plan.

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	
22 Nov 2017	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
6 Jan 2017	Unannounced	Care and support	6 - Excellent

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	6 - Excellent
10 Dec 2015	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
22 Sep 2014	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
21 Oct 2013	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	6 - Excellent
19 Feb 2013	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	6 - Excellent
15 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
9 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
14 Jan 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
24 Sep 2009	Announced	Care and support	4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Mar 2009	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
4 Feb 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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