Kirriemuir Day Care
Support Service Without Care at Home
Glebe House
30 Glebe Court
Kirriemuir
DD8 4DP
Telephone: 01575 574057

Inspected by: Timothy Taylor
Type of inspection: Unannounced
Inspection completed on: 11 September 2012
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Service provided by:
Kirriemuir Day Care Limited

Service provider number:
SP2003000063

Care service number:
CS2003000407

Contact details for the inspector who inspected this service:
Timothy Taylor
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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Rating</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Environment</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>4</td>
<td>Good</td>
</tr>
<tr>
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What the service does well

This is an all-round good quality service. It provides a friendly and comfortable environment, professional staff and plenty of choices of activity.

What the service could do better

The service could increase its levels of staff training and an overall quality assurance system would benefit the running of the service.

What the service has done since the last inspection

The service has had an extension added which gives more space for small group activities and for people to eat alone if they wish. The garden has also been developed to make it even more accessible for service users.

Conclusion

This is a high quality service.

Who did this inspection

Timothy Taylor
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration.

Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Kirriemuir Day Centre, situated near to the centre of the town, provides a support service to older people and adults with learning disabilities. It is registered to accommodate up to a maximum of 28 service users on each day. The service aims “to provide older people with the opportunity to live independently in their homes, and as part of the community, by providing an adequate level of support and care. This will be provided sensitively and timeously, taking full account of service users needs and wishes as well as those of their carers”. The Philosophy of Care states that the service will be provided in a “homely atmosphere in which all members can feel that their rights are being respected at all times”.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good
Quality of Environment - Grade 5 - Very Good
Quality of Staffing - Grade 4 - Good
Quality of Management and Leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out
In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection
This report was written following an announced inspection on 11 September 2012 and contained the following inspection activities:

- Interview with service users
- Inspection of policies and procedures
- Observation of practice within the service.
- Inspection of certificate and insurance documents
- Inspection of the service’s environment.
- Discussion with staff.

Grading the service against quality themes and statements
We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)
In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.
Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
The annual return
Every year all care services must complete an 'annual return’ form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment
Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate. A comprehensive self assessment was returned by the service on time.

Taking the views of people using the care service into account
On the day of inspection 3 service users were spoken with and 10 care service questionnaires were returned to the Inspectorate. Views expressed were overwhelmingly positive. Here are some of the comments made:-

- I am treated with utmost care by all staff nothing is too much trouble. They are all angels.
- I am quite happy. They are there if you need a help. I don’t like chicken pie I get steak pie.
- This is an excellent service which I look forward to every week.
- The staff are very kind and supportive.
- I would like to thank the driver who transports me.
- Daycare staff are most helpful, bright and cheery.
- There is always something going on there to occupy my time - games, quizzes and sing-songs etc.

Taking carers' views into account
Carers were also happy with their service and assisted with the questionnaires referred to in the above.
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support
Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths
The service provides a very good level of participation for service users and other stakeholders. Here is some evidence of its strengths:-

- Service users can have their say in a variety of ways; at their individual monthly review meeting where their care is evaluated and they can say how they would like things to be. Their relatives are written to prior to these meetings and given the opportunity to comment on the service provided. At one of the regular service user meetings held with service users where they are consulted and their views taken on.
- There is also a well publicised complaints procedure should anybody wish to complain.
- The carers of service users are consulted via regular questionnaires and their feedback is acted upon by the service - this is organised by an independent third party.
- Wider consultation with stakeholders connected to the service, such as the local community mental health team and the older people’s team, also takes place in the form of questionnaires.
- On the day of inspection staff were observed using good communication and sensitivity to allow service users to have their say about their choices.
- Users of the service are also asked to complete comments slips on which they give feedback about the service. These are displayed on the information board in the entrance to the service - there is also a suggestions box.
- The manager and all staff are approachable should anyone wish to discuss the service with them.
- The service has close links with the independent advocacy service which enables service users to be represented if they need or wish to be.
Areas for improvement

The service should continue to seek ways to gather views on how the service is run and be transparent in the way they feedback what has been done.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users’ health and wellbeing needs are met.

Service strengths

The service provides a very good level of support to service users. Here are some examples of its strengths:

- The service has a comprehensive and well managed system of care planning for service users. Reviews were carried out every six months or sooner if necessary. On inspection personal plans gave a rounded picture of people’s needs and how they will be met.
- Each person has a key worker assigned to them and they ensure that care plans are kept up-to-date and that they get to know the person’s social, emotional and physical needs in detail.
- Staff are aware of service user’s interests and try whenever possible to encourage these.
- Nutritional needs are assessed this included information on special diets i.e. soft diet, diabetes, food intolerance as well as any likes and dislikes. The service weighs people (with their permission) if there are any problems in this area.
- There was evidence of the service being aware of issues around dehydration for people with dementia.
- A persons mobility and any other risk factors are assessed and any risks addressed.
- There was evidence of the service working closely with external health professional to support users.
- Residents get a variety of activities to assist their mental wellbeing including lots of trips out of the centre, seated exercises and a variety of activities to stimulate memory such as reminiscence.
- Observation of staff practice showed good moving and handling practice, good communication, pushing of fluids and encouragement to eat.
- Care team meeting. The staff group meets on a regular basis to discuss the needs of service users - this ensures continuity of care.
Areas for improvement
The service should continue to promote health and wellbeing among their service users.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0
Quality Theme 2: Quality of Environment
Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths
See 1:1 which outlines the participation practice for this service.

Areas for improvement
See 1:1 which outlines the participation practice for this service.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0

Statement 2
We make sure that the environment is safe and service users are protected.

Service strengths
The service has a very good level of safety and protection for service users. Here are some examples of its good practice:-

- There is an ongoing programme of training for staff in safety related issues for staff. These include fire safety, infection control and food hygiene.
- Regular fire drills are carried out and analysed.
- Accidents and incidents are recorded and audited by the manager.
- All equipment is regularly maintained and an effective system is in place for any repairs needed.
- The service has a good system of risk assessment for the environment of the daycare. These are regularly reviewed by the manager.
- Good moving and handling practice was observed being undertaken by staff with frail service users.
- Freedom of movement about the centre is encouraged and supported by staff.
- Some of the staff have been trained in challenging behaviour and address any issues which arise.
- There is a secure entry system for access to the service.
- The environment of the service is spacious and easy for service users to move about in. There is a large garden area that can be used on nice days, has plenty of seating and is fully enclosed.
• External doors have alarms fitted to ensure no-one leave without being monitored.
• Use of the minibus takes place under a strict system for monitoring its safety.

Areas for improvement
The service should continue to monitor and promote a safe environment.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0
Quality Theme 3: Quality of Staffing
Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths
See 1:1 which outlines the participation practice for this service.

Areas for improvement
See 1:1 which outlines the participation practice for this service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0
Number of recommendations: 0

Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
The service has a well motivated and trained workforce. Here are some of their strengths:-

- All staff are issued with SSSC codes of practice.
- All staff get annual appraisals and supervision as well as regular staff meetings. At interview staff confirmed they received these.
- Staff have an adequate level of training - all staff have a minimum of SVQ level 2 or a higher qualification. New staff undertake vocational training soon after commencing their job. The service has its own workplace assessor.
- All staff have access to a copy of the National Care Standards and these are sometimes discussed at team meetings.
- The manager’s philosophy is to encourage staff to have ownership of the service they provide does this by supporting them and giving them tasks that make them fully part of the ongoing administration and management of the service - keyworking being one of these tasks.
- At interview staff confirmed they felt part of an open and supportive team where their ideas are listened to.
- Observation of care practice showed an enthusiastic and skilled staff group who were sensitive to service users needs.
Areas for improvement

Although staff have an adequate level of training there is room to increase levels of training so that they can be even more skilled and professional in their work. This could be linked in with increased networking so that the service has links to a wider professional network involved in the provision of daycare for older people. See recommendation 1.

The service should keep its training records for individual members of staff up-to-date. See recommendation 2.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. the service should increase levels of training for all staff so that they can be even more skilled and professional in their work. This could be linked in with increased networking so that the service has links to a wider professional network involved in the provision of daycare for older people. See NCS 2 Support Services - Management and Staffing Arrangements. You can be confident that all the staff use methods that reflect up-to-date knowledge and best practice guidance, and the management are continuously striving to improve practice.
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths
See 1:1 which outlines the participation practice for this service.

Areas for improvement
See 1:1 which outlines the participation practice for this service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths
The service has good quality assurance systems in place. Here are some of its strengths:-

- There is a comprehensive system of risk monitoring throughout the service which is overseen and monitored by the manager. This ensures service users are safe.
- There is a comprehensive system for supporting and monitoring staff in their professional roles and development. (see 3.3)
- There is a strong participation strategy and practice within the service. (see 1.1)
- The development of the service is addressed in monthly management report and committee meeting.

Areas for improvement
The service would benefit from using an integrated quality assurance system which over-arches all areas of the provision and enables the provider and management to make sure quality is monitored throughout the service. See recommendation 1.
Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information
None noted

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
5  Summary of grades

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<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<td>Statement 1</td>
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<td>Statement 3</td>
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<th>Quality of Environment - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<tbody>
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6  Inspection and grading history

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tr>
<td>12 Oct 2010</td>
<td>Announced</td>
<td>Care and support 5 - Very Good</td>
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<tr>
<td></td>
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<td>Environment Not Assessed</td>
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<td></td>
<td>Staffing Not Assessed</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
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| 26 Feb 2010     | Announced    | Care and support 4 - Good             |
|                 |              | Environment 4 - Good                  |
|                 |              | Staffing 4 - Good                     |
|                 |              | Management and Leadership 4 - Good    |

| 31 Jul 2008     | Announced    | Care and support 4 - Good             |
|                 |              | Environment 4 - Good                  |
|                 |              | Staffing 4 - Good                     |
|                 |              | Management and Leadership 4 - Good    |
All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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