

Care service inspection report

Threshold Glasgow Day Opportunities

Support Service Without Care at Home

Templeton Business Centre

Building 5, Unit 5

The Doges

Glasgow

G40 1DA

Telephone: 0141 423 4130

Type of inspection: Unannounced

Inspection completed on: 21 August 2014



HAPPY TO TRANSLATE

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Service provided by:

Church of Scotland Trading as Crossreach

Service provider number:

SP2004005785

Care service number:

CS2003000150

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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

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

What the service does well

Threshold Glasgow Day Opportunities (referred to hereafter as 'Threshold') provide a day care service that meets the social and recreational needs of its customers.

The staff who work for Threshold are trained in areas that are relevant to meeting the support needs of people who use the centre.

People who use the Threshold service are supported to participate in the design and delivery of the day opportunities programme and the recruitment and training of the staff who work with them.

The service is responsive to the needs of people who use it and operate with an awareness of the policy recommendations outlined in the governments "Keys to Life" strategy.

Our observations of staff-customer engagement were very positive. Staff were responsive to people they worked with, treating individuals with respect and warmth. It was also clear that staff recognised difference in terms of customer abilities and their support was delivered at a level appropriate to the persons needs.

What the service could do better

The service should seek to progress their mission aim of developing customer involvement in the management and strategic direction of Threshold and look to advance their desired outcome of customer management of the resource.

Threshold should ensure that people using the facilities have adequate access to liquids and that staff adhere to risk assessment and established procedure around customer access to the kitchen facility.

The service must operate with a greater awareness of the statutory requirement to notify the Care Inspectorate of accidents or incidents involving customers or staff. We noted during inspection that there were a significant number of incidents that had gone unreported and that Care Inspectorate guidance on these matters had not been adhered to.

What the service has done since the last inspection

The service have developed new strategies for promoting customer involvement in the design and delivery of the day opportunities programme.

Threshold have significantly progressed their aim of promoting customer participation in the recruitment and training of staff who work in the day opportunities facility.

The service has appointed a new manager.

Threshold have engaged effectively with their customers in respect of the decoration and general layout of the day centre facility.

Threshold were awarded a Customer Service Excellence award, in 2013.

Threshold were a finalist in the 2013 Scottish Care Accolades awards.

Conclusion

The people we spoke with during this inspection were pleased with the standard of support provided by Threshold staff. Customers also highlighted their sense of ownership and involvement in the development of the day opportunities resource.

Threshold are clearly committed to maintaining and improving current service standards and to maximizing opportunities for promoting greater customer participation in how the resource develops. They operate with a clear awareness of the national strategic policy directions within the relevant service area and continue to strive for innovation in terms of how they deliver support.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Before 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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Threshold Glasgow Day Opportunities is a part of the Threshold Glasgow group and operates as a branch of the social care division of the Church of Scotland, trading as Crossreach.

Threshold operate from community based premises. They place a strong emphasis on the involvement of its customers in the design and delivery of day opportunities, providing a range of planned and informal day activities, within the centre and via organised outings. At the time of inspection there were 28 people using the service.

Requirements and Recommendations.

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or a 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 based on best practice and the National Care Standards.

A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ('the Act') and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement may be made. requirements are legally enforceable at the discretion of the Care Inspectorate.

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 4 - Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very 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 0345 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

We wrote this report following an unannounced inspection. The inspection took place on Thursday 7th August, between 9.00am and 6.15pm. We gave feedback to the service manager and the operations manager on Thursday 21st August.

As part of the inspection, we took account of the completed annual return that we asked the provider to complete and submit to us. We also considered the information the provider submitted to us in the form of self-assessment.

We sent 20 care standards questionnaires to Threshold to distribute to people who use the service. Twelve customers returned completed questionnaires.

We asked the manager to give out 20 care standards questionnaires to staff. We received seven completed staff questionnaires.

During the inspection process we gathered evidence from various sources, including the following:

- Interview with the service manager.
- Interviews with four support workers.
- Interviews with one relief support worker.
- Interviews with four customers.

We obtained further information through Informal discussion with five customers. We also looked at:

- A sample of the organisations policies and procedures.
- Minutes from meetings, including: staff and customer forums.
- A sample of staff files.
- A sample of customer files.

A sample from staff training files.

We also carried out a walk round observation, looking at staff-customer interaction and the quality of the day opportunities environment.

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.

We received a completed self assessment from the manager. We were satisfied with the way this had been completed and with the information provided.

The manager identified what he thought the service did well, areas for development and planned changes. The grades the service outlined in the self assessment were closely related to those given following inspection.

Taking the views of people using the care service into account

We issued 20 care standards questionnaires to people using the centre. 12 questionnaires were completed and returned. Comments included:

"I love going to the day centre, we do different things each day"

"I like this service because they involve me in Health and Safety, Community Involvement and Forum meetings"

"My service is good and helpful"

We spoke with five service users during the inspection visit. Comments included:

" I like the outings"

" Staff are nice"

The building is nice"

"I like the company"

"I enjoy the IT group"

Taking carers' views into account

Care standards questionnaires returned to us by relatives/carers noted:

"It seems to be going quite well at the moment, but it's early days"

"Good"

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

Customers were actively involved in the assessment and improvement of the quality of care and support offered by the day opportunities service. Threshold operated a system of continuous feedback, facilitated in part by the completion of a customer based monthly satisfaction questionnaire.

This questionnaire used a pictorial format and a numbered satisfaction rating indicator. Customers were at the forefront in respect of the design and large font layout of this questionnaire. Threshold were able to evidence change resulting from customer feedback, in respect of activity planning.

Threshold customers also participated in a Quality Assurance Group. This meets monthly and covers services provided by the housing support and the day opportunities divisions of Threshold Glasgow. Minutes from these meetings demonstrated customer involvement and highlighted areas where customer suggestions had led to changes in how the day service was delivered.

We saw that there was a discussion based on customer feedback, around the development of a healthy living information folder. There was agreement, based on customer proposal, that this folder should include more emphasis on pictorial content, in order to stimulate interest and make it more accessible to people who participate in the group.

It was also suggested that staff should use sign language in order to promote communication and participation from individuals who were less able to express their views verbally. During interviews with Threshold customers and staff, we heard how

the proposals had been implemented and that the outcome was increased customer engagement around healthy eating.

We also saw evidence of customer involvement from the minutes of the Community Involvement Group, from June 2014. This meeting was chaired by customers and discussed activity planning and a fundraising barbeque, as well as participation in the activities of other community based resources. From our discussion with customers, we were informed that these suggestions had been implemented and that they subsequently led to a significant level of participation from people who use the service.

Threshold carry out regular care reviews for customers using the day service. Analysis of customer files showed these reviews were taking place regularly and that carers/ family were also participating. The review content was customer friendly, with pictorial content and easy to read font used to support participation. The review process presented an opportunity for individual customers to feed back on the quality of staffing and the care and support provided.

Discussion with people who use the day opportunities resource provided verbal confirmation that the service supports customer participation in assessing and improving the quality of care and support offered. One person spoke of how responsive Threshold are in respect of seeking customer views around ways to improve the service. They highlighted their own participation in designing the day activities programme and determining the type of outings provided. Another person spoke enthusiastically of their input into the decoration and layout of the day centre.

Areas for improvement

The service should continue to build on existing very good practice.

Threshold should seek to develop systems that allow information obtained from customers via verbal feedback to be assimilated and integrated into quality audit processes around staff care and support.

Following the monthly customer meeting, Threshold should ensure that all customers have a copy of the minute, allowing individuals who do not attend the forum to be made aware of any changes or proposed developments in respect of improving the service provided.

Threshold should consider operating a suggestions box, which would allow customers an alternative means of raising points or identifying areas for service improvement.

The service should consider ways in which to develop their website and provide an on-line resource which allows customers and carers the opportunity to present their views on the quality of care and support offered.

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 had facilitated the running of a customer based "capacitor group" which focuses on healthy living. This group has been well received and one customer who participated told us that it had stimulated their own interest in fitness, exercise, lifestyle choices and food. A member of staff described to us how they had used sign language to engage with non-verbal customers, adding that they had seen a growing customer interest in eating fruit and vegetables as a result.

The healthy living group featured in discussion with several other customers, with one individual attributing an increased peer interest in eating fruit and vegetables to the group work carried out. This person also identified the use of sign language and pictorial symbols as significant factors in promoting effective communication and increased customer engagement around food choices.

Threshold also provided activities and outings that sought to encourage and enable their customers to engage in physical exercise. One example of this that we saw was a customer outing to bowling. Another related example was a regular Yoga class. We also noticed that customers who are less physically able were supported to engage in a music therapy session. We saw how this encouraged active participation from customers who were less mobile and we observed that they engaged in the session, using instruments and percussion, with gusto and very obvious pleasure. Our sampling of customer files showed us that care plans were personalised, with well developed risk assessments in place for every individual using the service. The risk assessments provided detailed information on medical or other issues, how they might manifest and what the appropriate response would be. Risk assessments also took into account an individuals' walking skills, any behavioural or environmental challenges and associated triggers.

We also looked at a sample of staff training records and saw that there was a strong focus on training targeted at addressing and managing customer issues around health and well-being. We noted that all staff received training on Epilepsy, Dementia and Autism Awareness, as well as Infection Control, Moving and Handling and Adult Support and Protection. The training records we looked at were up to date and during discussion with staff, they told us they had the necessary skills and knowledge to deliver support effectively.

The minutes of the monthly customer meetings showed us that the service facilitated regular talks around health and well-being issues. The agenda highlighted discussions on: food hygiene, breast cancer awareness, testicular cancer and prostate awareness. During discussion, one service user told us that they found the healthy living agenda interesting, saying that the meetings presented information customers needed to stay healthy, in a clear and accessible manner.

Areas for improvement

Threshold should continue to build on current very good practice.

The service should continue to develop its customer focused "healthy living toolkit" and consider holding the Healthy Living Group meetings fortnightly. These are areas for improvement outlined in Threshold's submitted self-assessment to the Care Inspectorate.

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: 4 - 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

We saw that Threshold had introduced a computer based area to the day centre and that this was accessible for customers to use as they please. This suggestion came about as a result of feedback from the customer participation group.

One customer told us that they had been involved in a discussion group, with a focus on choosing new interior decoration and signage for the building. Threshold took the groups' suggestions into account and subsequently actioned improvement in this area. During our inspection visit, we noted that information and other notice boards were prominently displayed, using a significant level of pictorial content and large font to facilitate effective communication.

Another customer told us of how they had been involved in taking the photographs of staff and customers which are displayed prominently around the interior of the day resource. During our visit several customers referred to these photographs, with one individual saying how they experienced an increased sense of ownership of the facilities since the images were displayed.

This customer also highlighted a large banner that hung on a wall, adding that they were involved in the group which had designed and commissioned this very colourful display.

Strengths noted in Quality theme 1, Statement 1 apply to this statement.

Areas for improvement

To continue to build upon existing very good practice.

In the self-assessment Threshold submitted to the Care Inspectorate, they identified that they were considering introducing air conditioning into the day centre. We noted during our inspection visit that the premises were very warm, albeit that there were ample windows and adequate ventilation. It may benefit the customers and improve

the overall service environment if there was a more controllable means of regulating the temperature in the building.

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

During the inspection we looked at the two main resource rooms, the toilets and the kitchen area. We saw that the main rooms were open, bright and spacious. There was adequate space for individuals to mobilise safely and the fittings and fixtures were observed to be in good order. The toilet facilities were seen to be clean and there was equipment to support individuals with mobility issues to use bathroom safely. We noted that there was a rota for checking and cleaning the toilet areas. These had been inspected regularly and ticked as such on the rota.

We observed that each resource room was always staffed and that the number of workers on duty was in line with Threshold's staffing policy. The levels of staffing links to the safety and well-being of Threshold customers, ensuring that they have adequate support to meet their care needs.

We saw that customers, staff and visitors signed in and out when entering and exiting the premises. Threshold also use a display board that has pictures of customers and staff. These pictures are moved to areas of the board that show at a glance whether an individual is in or out of the premises. There is also a secure door entry system, used to alert staff to any customer entering or leaving the building without their knowledge and to prevent visitors entering the building without adhering to established procedure.

Given that there are vulnerable people using the service, we felt that Threshold's secure environment procedures were employed appropriately and that the focus was on ensuring customer safety and well-being.

During inspection we saw documentation that recorded dates for public appliance testing and we observed that all electrical goods displayed a current public appliance testing certificate. This testing helps ensure that these items are safe for customers to use.

Areas for improvement

During our visit we noted that the kitchen area was deemed to be unsafe for customers and that there was a sign on the kitchen door which stated that they were

not to use this facility. This area was not locked and we observed several customers entering the kitchen during the course of inspection. The kitchen area had several sources of very hot water and it was clear that this posed a risk to some customers who might not recognise that there was a scalding hazard present.

We also saw that the main resource room had a water font. However, there were no cups for customers to use when dispensing a drink. The other room had no water source, albeit that we did see staff regularly asking if people wanted a drink.

The issues noted above were raised with management on the day of inspection and during a subsequent inspection feedback visit. Threshold responded promptly to the concerns raised and they have now ensured that there are cups and a plentiful supply of fluids available in both of the rooms used by customers. We saw that these changes were implemented during our inspection feedback visit. We also noted that the kitchen door was securely locked.

Threshold have since revised their risk assessment around customer use of the kitchen and advise that all staff have been made aware of a new protocol around ensuring the facility is secured. Taking into account the services prompt response to the issues identified, we believe that there is no further action required.

The service must ensure that it follows established procedure and provide notification to the Care Inspectorate of any accident or incident that is potentially detrimental to the health or well-being of people who work for or use the service. We drew managements' attention to the requirement to provide such notification during discussion on the day of inspection, referring to the incident and accident records we saw on site, saying that they did not correlate to the level of notifications provided to the Care Inspectorate. See Requirement 1.

Threshold management acknowledged that there had been misunderstanding as to what type of incident requires notification to the Care Inspectorate and we have now observed that the service are providing notifications as per established guidance.

Grade awarded for this statement: 4 - Good

Number of requirements: 1

Number of recommendations: 0

Requirements

1. The provider must provide notification to the Care Inspectorate of any incident that is detrimental to the health and welfare of a person using a service. This should include, but not be restricted to, any incident described as a "near miss" that could have led to an injury or harm. The provider should also indicate any lesson learned from the event and any response or action taken thereafter.

This is in order to comply with Scottish Statutory Instruments (SS1) 2011, No 28. The Social Care and Social Work Improvement Scotland (requirements for Care Services) Regulations 2011. Regulation 4 (1) (a) (b) (c)- a regulation relating to records, notifications and returns.

See also, Care Inspectorate guidance 'Records that all registered care services must keep and guidance on notification' v3, 2014.

Quality Theme 3: Quality of Staffing

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 staffing in the service.

Service strengths

We saw that Threshold's established policy promotes customer involvement in staff training and recruitment. The service manager advised us that they promote customer participation and believe that this will lead to better quality staffing, with improved outcomes for people who use the service.

During discussion with people who use the service, one customer spoke to us about how they had participated directly in the training of staff, sharing their own knowledge and experience with people who work in the service. Another customer told us that they had engaged in the recruitment of new employees, providing input into the design of questions that were asked during interview and through direct participation in interviews.

From our observations of customer files we saw that Threshold are carrying out regular service reviews. These reviews are person centred and provide a platform from which customers can feed back directly in relation to assessing and improving the quality of staffing. We observed that both the care plans and reviews had an outcomes focus and that the structure of the review is designed in such a way as to encourage customer participation.

The numerical and pictorial based quality indicators used on the review template lend themselves to obtaining opinions from customers of varying abilities, whilst seeking to appraise the quality of staffing.

Areas for improvement

Threshold should continue to build upon their current very good practice.

The service should look at the strategies used to obtain customer feed back, particularly considering how to capture information provided verbally and at service reviews and consider how to use this to improve service delivery and staffing.

We noted from the returned service standards questionnaires, that one-third of people using Threshold were unaware of how they can make a complaint about the service, either directly to the organisation or to the Care Inspectorate. Although there was visible information around how to make a complaint, on the premises and in Threshold service information literature, the service should consider adding a direct link to the Care Inspectorate complaints team to their website and also provide information about their internal complaints procedures.

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

All the care staff we spoke with during inspection were unanimous in saying that Threshold provided them with access to the training required to carry out their work effectively. One staff member said that their training schedule was closely linked to customer needs. Another member of staff spoke of a well developed sense of team spirit within the staff group, adding that positive staff relations promoted better outcomes for people using the service.

The service manager explained to us that all staff carry out standard induction training. Our sample analysis of the staff training folder showed us that this induction training is comprehensive and relevant to the needs of the people who use the facility.

It was clear from our discussions with staff that they were aware of the Scottish Social Services Council's 'Code of Practice' and the relevant National Care Standards for their service area. Staff were also knowledgeable about the national 'Keys to Life' strategy, with one member of the team telling us that they had attended the policy launch event, accompanied by Threshold customers, and that they had subsequently provided feedback to the wider staff team and to customers.

We saw a sample of the minutes from the monthly staff meetings and they demonstrated to us that there is always some discussion around either the SSSC 'Code of Practice' or National Care Standards.

We also saw that the service have created a "knowledge corner", available to staff and customers. This contained a wide range of relevant reference materials, some of which was in an easy to read format.

Our sample study of staff files showed that the organisation meet their policy commitment to providing regular supervision and in the case of those employed for more than one year, an annual appraisal. Staff interviews verified that supervision is important in respect of identifying training needs and provided an opportunity for reflective discussion around practice issues.

Areas for improvement

To continue to develop current very good practice in this area.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service strengths

Threshold encourage customers to complete an annual satisfaction survey, which reflects on the quality of management within the service. There is a working group linked to these surveys and they have been given a remit to collate the information provided and identify proposed changes as a result of the information obtained.

Customers have also developed a participation tree which provides, amongst other things, a visual indicator of how the service has supported customer involvement in assessing the quality of management and leadership. The participation tree is prominently displayed within the day centre and we noted during discussion with customers that there was a strong sense of ownership attached to it.

The monthly customer focus group meetings provide a platform for people who use the service to offer their views on the quality of management and leadership. We saw that there have been changes to the operational structure of how the centre operates and the activities offered as a direct result of input from the focus group meetings.

During our discussion with customers we were told by several individuals that they found management approachable and that they valued the 'open door' policy operated at Threshold.

Read quality statement , 1 theme 1 for additional details that also apply to this quality theme.

Areas for improvement

Threshold should continue to build upon existing very good practice.

The service should look at and develop current systems that promote customer participation in assessing the quality of management and leadership.

Threshold's submitted self-assessment to the Care Inspectorate suggested that their Quality Assurance committee needs to appraise the success of the 'ladder of participation' in this area.

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

We saw from our sample study of customer files that regular service reviews were taking place. We could see that the structure of the reviews provided customers and their carers the opportunity to discuss and present their views on the quality of the service delivered and identify areas for improvement.

During discussion with staff, some individuals said that their supervision time presented an opportunity for them to provide their views on the quality and direction of support provided by Threshold.

There was an active Quality Assurance Group, involving customers, staff and other stakeholders. This meets to discuss service development issues, consider the services' annual action plan and how it is meeting its outlined objectives. This group collated information provided from a variety of sources, including customer and staff standards questionnaires.

An example of change linked to the work of this group was highlighted earlier in this report and related to changes in the presentation of the services information boards and internal signage. Customers also told of changes in the day activities programme, resulting from Quality Assurance Group discussion.

Threshold have held a strategic planning day, attended by staff, customers, carers and families and college partners. This seeks to review the quality of service provided and to involve stakeholders in directing and developing the organisations' strategic development plan.

During inspection we saw that Threshold were awarded a Customer Service Award in 2013. This accolade is part of the national governments drive to improve care services and is given to organisations who are able to evidence that they provide support that is "efficient, effective, excellent, equitable and empowering" .

See Quality Statement 1, Theme 1 for further details that apply to this Quality Statement.

Areas for improvement

To continue to build on existing very good practice.

Threshold should look to develop systems for obtaining stakeholder feed back in respect of quality assurance, perhaps by providing opportunities for stakeholder comment via their website. The service should also consider how they capture and utilise information provided verbally. In the self-assessment provided to the Care Inspectorate, Threshold highlighted that they have heard positive comment on the quality of their resource from a range of stakeholders, including: social work, medical professionals, Glasgow College and other care providers.

Threshold's self assessment identified that they recognise the need to develop existing systems in relation to monitoring outcomes from their quality assurance processes and strategic action day.

Grade awarded for this statement: 5 - Very 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

No Additional Information.

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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - 4 - Good	
Statement 1	5 - Very Good
Statement 2	4 - Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
21 Jul 2011	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership 4 - Good
10 Jun 2010	Announced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership 4 - Good
27 Aug 2009	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 2 - Weak

Inspection report continued

26 Aug 2008	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 3 - Adequate

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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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

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ہے باہت سرد می م و ن اب ز رگی د روا و ل کش رگی د رپ ش راز گ ت ع ا ش ا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

ی ر خ ا ت اغ ل بو ت ا ق ی س ن ت ب ب ل ط ل ا د ن ع ر ف ا و ت م ر و ش ن م ل ا ا ذ ه

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