Care service inspection report

Dawson Court Very Sheltered Housing
Housing Support Service
Victoria Terrace
Turriff
AB53 4FP

Type of inspection: Announced (Short Notice)
Inspection completed on: 16 March 2015
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Service provided by:
Aberdeenshire Council

Service provider number:
SP2003000029

Care service number:
CS2013317508

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 600 9527 or email us at enquiries@careinspectorate.com
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>Quality of Care and Support</th>
<th>5</th>
<th>Very Good</th>
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<tbody>
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<td>4</td>
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What the service does well

Dawson Court offers a good service to a range of people with varied support needs. This includes providing support to people with intensive packages of care in order that they can maintain their tenancies within the complex.

Tenants and relatives spoke highly of staff and good professional relationships between tenants and staff were observed.

On a day-to-day basis, tenants are supported to make choices about their own support and are confident to raise issues or concerns should they have any.

The managers and staff were clearly commitment to supporting tenants.

What the service could do better

Dawson Court has experienced staffing shortages due to recruitment issues and more recently an increase in tenant care needs, putting additional pressure on the core staff to cover shifts. This has an impact on the amount of time staff can spend with tenants. This issue is well known by the management team and recruitment is underway.

The day service which operates out of Dawson Court is staffed by workers managed by the manager of Dawson Court, however the accountability for the service lies with an external manager. Consideration should be given to amending the registration of these services.
What the service has done since the last inspection
This is the first inspection since the service was re-registered in 2013.

Conclusion
This is a good service providing a good level of support and care to tenants. The manager is aware of the areas for improvement and is working to progress issues, such as staff recruitment.
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service registered with the Care Inspectorate on 13 September 2013.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it could do more to improve, 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. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- **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 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Dawson Court is a very sheltered housing complex, providing both housing support and a care at home service for up to 43 tenants.

Staff are on site at all times and in addition to providing planned care and support, a 24-hour a day on call system is in operation.

A restaurant service is available if tenants choose to use this for lunch and supper at a small additional charge. Staff provide a variety of care and support tasks, depending on individuals assessed needs.

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 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 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

This report was written following a short notice inspection of the service and took place over two days, 13 and 14 March 2015. Telephone feedback was given on 16 March 2015. The inspection was carried out by one inspector.

We sent out Care Standards Questionnaires (CSQs) in advance of the inspection. We received eight responses from service users and seven from staff.

Over the duration of the inspection we spoke to:

- the manager
- assistant co-ordinators
- support workers
- ten tenants
- one relative.

We also examined the following documents:

- sample of support plans
- daily recording sheets
- written risk assessments
- review notes
- staff rotas
- staff training records
- staff supervision record of dates
- minutes of staff meetings
- tenant meeting minutes.

We also attended a staff handover meeting.

The inspector would like to thank tenants, managers and staff for making the Care Inspectorate welcome.
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.

The Care Inspectorate received a well structured and completed self assessment document. We were satisfied with the way it was completed.

Taking the views of people using the care service into account
What service users and relatives said about the service they receive:

- “I am very happy with all the care.”
- “Some staff members are more helpful and caring than others.”
- “Staff are excellent and the food that is provided is very good.”
- “I am so pleased with the care my mother receives.”

Taking carers' views into account
See above for comments.
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
We found the performance of the service to be good in this area. We spoke to tenants, relatives and staff, and looked at support plans and supplementary information in order to assess this Quality Statement.

All tenants receiving personal care and support had comprehensive support plans in place which included detailed assessments of their care and support.

The support plan also includes a section on 'service user expectations' illustrating that it is an outcome approach.

In addition, regular reviews of support plans were taking place in accordance with the legislation.

A key worker system is in operation to ensure that tenants' individual needs are well known by staff.

Areas for improvement
While the paperwork was noted to be of a very high standard and well audited to comply with requirements, it is important that where tenants are involved in the support planning and review process that this is meaningful. At one review, led by a support worker with a tenant, it was noted in the minute that the tenant had not communicated during the review.
Additional reviews should take place when required, rather than adhering to the six-monthly standard. For example, where deterioration in someone’s health is identified this should trigger a review with the relevant people; the tenant, family and any advocates as necessary.

**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**

At this inspection we found that the performance of the service was good in this area.

Tenants’ healthcare needs were known to the support staff and were well recorded. This was evidenced from speaking to staff and tenants and reading support plans and assessments and attending the handover meeting.

Healthcare professionals have regular contact with tenants. The support provided is personalised.

In addition to dietary needs being recorded in people’s personal plans, kitchen staff were aware of individual dietary needs to ensure that tenants enjoyed nutritious meals.

In addition to staff receiving training in infection control, tenants were reminded of the need to report any outbreaks and use infection control measures, by way of promoting personal responsibility and independence.

**Areas for improvement**

It was identified by staff and some tenants that unless tenants attend day services there are less opportunities for individual activities, primarily due to current staff shortages. It is envisaged with the recent appointment of staff and ongoing staffing level reviews and recruitment that this issue will be resolved. The service could look to extend volunteering opportunities, not only to support day care but also Dawson Court tenants.

**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
During the inspection tenants reported that staff were caring, supportive and they received a very good quality of care.

A notice board is made up every night with photographs of staff on the morning, afternoon and night shift. As such, tenants were aware of which staff were on duty and who will be providing their support on a day-to-day basis.

Areas for improvement
The service should develop its participation policy and identify other ways of involving tenants and their relatives in the assessment and improvement of the quality of the service, including staff issues. While there are tenant meetings and review meetings these may not be the most suitable forums for tenants to raise issues about staff performance.

Alternative opportunities to seek tenants' views and those of relatives should be developed. This should include how well the staff deliver the support, their behaviour and attitudes. This feedback could be linked to staff supervisions and appraisals.

The manager stated that as part of staff recruitment people using the day care service process met the applicants. She also stated that work to develop service user participation in interviews is being considered by a council working group. Progress in this area will be considered at a future inspection.

Grade awarded for this statement: 4 - 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**

Staff spoke about training they have received and how this has been beneficial to understanding conditions and meeting people’s needs, such as dementia and moving and handling.

There was evidence of regular staff meetings and supervision sessions taking place.

**Areas for improvement**

Due to staff shortages staff reported being under pressure to work additional shifts. Some staff felt that they were not valued or appreciated by some of the management team. The manager was aware of the disharmony and was working on resolving this through team meetings, staff questionnaires and promoting a culture of respect within the whole team.

Some staff were unfamiliar with the National Care Standards (NCS) that apply to Dawson Court (Housing Support and Care at Home). While these are written for service user information, it is important that staff are able to talk about these and practice in accordance with these. While it was good to see that a copy of Housing Support Standards was available to tenants on the tenants notice board, staff were unaware that these were located here (see Recommendation 1).

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. Opportunities for the team to discuss and share their understanding of the National Care Standards and good care practices should be sought, for example through team meetings and staff supervision.

National Care Standards, Care at Home - Standard 4: Management and Staffing.

National Care Standards, Housing Support Service - Standard 3: Management and Staffing Arrangements.
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
There are various opportunities for tenants to express their views about the quality of the service, including tenant meetings and key worker meetings.

A complaints register is maintained. Records of complaints and actions taken to resolve issues were seen during the inspection.

There was evidence of tenants’ views being sought and listened to. A recent review of the meal arrangements was undertaken, this included issuing a survey to tenants to seek their views. The outcome of this was that tenants did not want to alter the current arrangements and as such the arrangements remain unchanged.

Areas for improvement
The service should develop a participation policy including within the methods of involving tenants and their families in the management of the service and ongoing quality assurance. This could be developed in conjunction with tenants and relatives.

Other opportunities for tenants to give feedback about the service should be developed, such as tenant satisfaction surveys (see Recommendation 1).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. Other opportunities for tenants to give feedback about the quality of the service should be developed.

   National Care Standards, Care at Home - Standard 11: Expressing Your Views.
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
This area is covered under Quality Theme 1, Quality Statement 1; Quality Theme 3, Quality Statement 1; and Quality Theme 4, Quality Statement 1 in respect of how service users and relatives are involved in the quality assurance of the service.

Areas for improvement
In addition, opportunities for other stakeholders (such as visiting health workers) who can comment on the services performance should be identified (see Recommendation 1).

Grade awarded for this statement: 4 - Good

Number of requirements: 0
Number of recommendations: 1

Recommendations
1. The manager should carry out an annual review of the service at Dawson Court, involving all relevant stakeholders in various ways that are meaningful. This should result in an action plan for developing the service.

National Care Standards, Care at Home - Standard 4: Management and Staffing.

National Care Standards, Housing Support Service - Standard 3: Management and Staffing Arrangements.
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

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

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6  Inspection and grading history

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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