

Drumbrae and Granton Support Service Support Service

81 Drumbrae Drive
Edinburgh
EH4 7FE

Telephone: 0131 337 9344

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Inspection completed on: 1 June 2017

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Care service number:
CS2003017510

About the service

Drumbrae and Granton Support Service provide a day support service for up to 44 older people - a maximum of 22 service users per day on each respective site. The service was set up by City of Edinburgh Health & Social Care Department as part of a structured programme of change in how day support was to be delivered. The emphasis was on a move away from a traditional day centre/lunch club model to focus on reablement and promoting physical and cognitive independence.

The service is currently available to service users Monday to Friday from around 10:00 to 15:00, with staff in attendance before and after these hours. Occupational Therapists provide support to the Be Able service, run at Drumbrae as well as at other day service sites across the city. Their focus is on exercise and falls prevention. They have also shared their knowledge and experience of Cognitive Stimulation Therapy (CST) with the staff who support service users. This combined programme is a time limited group exercise which is intended to provide a range of mental stimulation sessions to support people living with mild to moderate dementia. The overall aim is to help maintain memory, verbal interaction and problem solving skills.

Drumbrae support service is based in a purpose built building called The Hub, which includes the local library. There is car parking to the front of the building as well as a newly landscaped safe garden area. Granton support service adjoins Elizabeth McGinnis sheltered housing complex, though has a separate entrance and protected garden to the rear.

The overall aim of the Drumbrae and Granton Support Service is to prevent admission to hospital and long term care. It will do this by supporting people to help themselves to remain socially active and able to live full and enriched lives in their own homes for as long as possible. This will include a process of on-going assessment of need and involve other agencies as appropriate.

What people told us

Prior to our inspection, we distributed 13 questionnaires to service users. Ten of these were returned to us. These were completed by both service users and some relatives. People told us they found the staff to be helpful and kind, enjoyed the company of others and the food. Two service users made reference to regular staff being changed resulting in "strangers being on duty." Relatives commented that staff were professional and were good at communicating. One relative stated as follows:

"An invaluable part of mum's care and as her carer I too receive support when needed. A bit of a rest for me."

It was clear from the feedback from relatives that the support service users received gave families peace of mind and were also grateful to the service "dealing with anything unexpected that cropped up".

We spoke to twelve service users during our inspection across both centres. People were keen to tell us how much the interaction with others meant to them and how this lifted their mood. They were very positive and complimentary about the staff, the therapies that they participated in and overall felt consulted about how they spent their time. We asked people if anything could improve or be done differently. Everyone we spoke with said they were very happy with the service and had no suggestions or complaints.

Self assessment

We did not ask for a self assessment for the service this year. We discussed the improvement and action plan that the service has in place. This identified from their audits of the service areas that they were continuing to improve through this work that were clearly evidenced. We were satisfied that this was being achieved.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We were able to see during our visit an exercise group, as part of the Be Able programme. In discussion with people attending the service, they told us they felt this to be of great benefit to them. We heard the exercises impacted positively on people's mobility and energy levels and they enjoyed and benefited from doing this together as a group. We could see that people tried hard to participate and were encouraged to do the exercises in accordance with their abilities. This promoted confidence and motivation within the group.

Alongside the programme of structured exercise and memory stimulation therapy, there is a wide range of additional activities for people to enjoy. The service is very good at involving service users in making their own choices and decisions around the structure of their day.

We sampled care plans in both centres and these were completed very well, with good overall information being recorded regarding people's current health needs. We saw that the individual goals for people were discussed and evidenced well. Risk assessments and reviews were carried out regularly.

A two course lunch is provided to service users and individual dietary requirements are recorded well on a spreadsheet that everyone has access to. This also highlighted allergies and special requirements, for example a soft diet.

There were very good, robust procedures in place with regard to medication. The service overall had a very low number of reportable incidents and accidents. This demonstrated a high level of safety and security. We saw evidence of a robust complaint's procedure and it was pleasing to note that no complaints or concerns had been raised from anyone attending the service.

We noted during our visit that staff were kind and attentive towards service users. We saw from records that staff had undertaken training relevant to their role and in discussion with the staff we spoke with we heard they thoroughly enjoyed their work and felt well supported by their managers. We saw good recording of regular supervision that detailed practice issues as well as further development. Staff at both centres have training in cognitive stimulation therapy (CST). This therapy offers individual sessions on a wide variety of topics to suit everybody's tastes and interests. Each week has a different theme and focuses on using different mental processes. Alongside the exercises this therapy improves memory and cognition and memory difficulties can be explored as a group. Sessions are also respectful of privacy and confidentiality. Staff told us they see the benefits of these therapies and were clearly motivated and inspired to continue with this.

Staff assist with travel arrangements and supporting people from their homes either by the mini bus or by taxi. We also heard how other supports for people could become evident due to this contact and therefore would liaise with a wide variety of other professionals. We felt staff were dedicated and extremely knowledgeable about people's individual needs. Because of this, service users were overall well supported in many additional areas of their lives.

We were satisfied previous recommendations and requirements made for this service had been addressed.

What the service could do better

There was some small areas of improvement we discussed with the manager that we felt could be taken forward. The service is currently progressing with the collection of information regarding those service users who have a welfare appointee and we have asked that this is done timeously. The service should have an overview of all service users who have welfare appointees and ensure they are invited to care reviews and ensure their views are recorded.

A small amount of incidents should have been reported to us via the notification system. These were when people became unwell at the centre and required a visit from a medical professional or admittance to hospital. We have discussed this with the service further who are now more clear about their reporting responsibilities.

We heard that there a number of staff vacancies for the centres. Due to current recruitment constraints throughout Edinburgh City Council, there is a high volume of agency staff covering posts. This has impacted on the training that can be delivered, which would be primarily for permanent local authority staff. This means the service has not been able to progress with the "Promoting Excellence" dementia framework as recommended in our last inspection. However, we did acknowledge that some of the agency staff were being used consistently which meant they could build relationships with service users and this offered continuity of care. We were also satisfied that the staff we spoke with had transferrable skills due to their previous relevant training and experience. We were advised during the inspection that dates were being planned to undertake some of the group work that was needed to undertake the training. This is outwith the control of the service itself.

During our inspection, we heard that the centres had the use of only one bus instead of three. This was due to unavailability of drivers within the local authority. This meant that some people were being transported to the centres by taxi and others were spending longer on the bus than their usual journey. We heard from some people we spoke with that this could be uncomfortable as there were many residential areas to cover and many were "traffic calmed." This could make the journey for some "a very bumpy and tiring ride." This again is outwith the direct control of the service, however we feel it is necessary to highlight this as this has resulted in a negative experience for some people using the centres.

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	
5 Jun 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Jan 2011	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Jun 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
7 Aug 2008		Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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