

# Joint Dementia Initiative Housing Support Service

Joint Dementia Initiative  
Dollar Park  
Camelon Road  
Falkirk  
FK1 5SQ

Telephone: 01324 501730

**Type of inspection:**

Announced (short notice)

**Completed on:**

29 August 2019

**Service provided by:**

Falkirk Council

**Service provider number:**

SP2004006884

**Service no:**

CS2004068192

## About the service

The Joint Dementia Initiative provides a one to one housing support and care at home service for people diagnosed with dementia or memory problems living in their own homes. The service is provided by Falkirk Council.

Although the service is commissioned to provide support for people living with dementia, family members can also benefit from support from the service.

People using the one to one service can also use the weekly drop in café based in the JDI offices at Dollar Park in Falkirk. This gives people an opportunity to meet other people living with dementia and their relatives. A monthly support group takes place for people under the age of 65 years who have been diagnosed with early onset dementia.

This service is user led and provides practical support and advice as well as social and leisure opportunities.

The service registered with the Care Inspectorate in April 2011.

## What people told us

We distributed eight Care Standards Questionnaires as part of the inspection. We received five completed questionnaires. We also spoke with people using the service, relatives and carers.

People told us they were receiving an excellent service. They enjoyed the time they spent with staff and built up supportive and trusting relationships with them.

Relatives and carers told us they could not do without the service. They also received support from the staff who showed them understanding and compassion.

Satisfaction with the service was demonstrated by the comments from people using the service, relatives and carers as follows:

- Staff are brilliant
- At times they have gone above and beyond to support
- Project workers are a constant source of support and information
- Staff have been a great help to my dad. He looks forward to their visits every week.

## Self assessment

We did not ask the service to provide a self-assessment during this inspection year. We examined the service's development plan as part of the inspection.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

We graded the care and support people were receiving as excellent. This meant we considered the service was sector leading and demonstrating innovative and effective practice from which others could learn. People's experiences and outcomes were of an outstandingly high quality.

We found the entire team in the service were values led and demonstrated an outstanding level of commitment to providing excellent outcomes for people using the service and carers. Staff were passionate about upholding service users' rights, promoting and maintaining their independence and maintaining and increasing, if possible, their quality of life.

We spent time with people using the service, carers and staff during the inspection and observed staff providing compassionate care and support. Staff supported people with gentleness, kindness and respect. People were supported by a very small group of staff. People had formed warm and trusting relationships with the staff supporting them. This helped people feel safe and secure.

Staff encouraged people to do as much as they could for themselves. People were supported to participate in housework, gardening and shopping in ways that were meaningful for them, at their pace. This helped people maintain their sense of identity and self image.

We found people using the service made choices and decisions about how they spent their time. Staff demonstrated a high level of knowledge and understanding about dementia and how it impacted upon the people they were supporting. Staff understood the importance of meaningful activity on people's wellbeing. People were supported to enjoy activities and pastimes of their choosing at a level that was manageable for them. A service user enjoyed colouring in. She told us she chose the colours and enjoyed watching her support worker colour in. This meant activities were failure free and helped people maintain their self esteem and reduce anxiety and agitation.

People using the service told us they enjoyed the time they spent with staff and looked forward to their visits. A person using the service told us their support worker lifted her spirits and we noted that although the person could not remember the staff member's name, she remembered how the staff member made her feel.

We heard the service cared not just for the person receiving the service but carers too. Carers told us they appreciated the care and understanding staff provided for them. Staff appreciated the worry and stress they experienced and "listened without judgement". Carers could relax and enjoy some time to themselves when their relatives were receiving support, being confident they were well cared for.

Relatives and carers told us communication with the service was excellent. Project workers offered support and advice and were always ready to listen. The service was flexible and responsive to people's needs. Carers told us "nothing was too much trouble".

We found personal plans were values led, person centred and promoted people's rights. Support for people was strengths based and focused upon what people could do for themselves. People were described using positive, warm and respectful language and personal plans presented a vibrant picture of the person, their qualities, abilities and contribution.

The Health and Social Care Standards state "I get the most out of life because the people and the organisation who support and care for me have an enabling attitude and believe in my potential (HSCS 1.6). The service used

a risk enablement approach that considered the full range of people's needs, including the emotional and psychological risks if someone was not supported to make their own choices and carry on doing the things that were important to them. People were supported to take life enhancing risks and this supported people to live their best quality of life.

Service reviews took place on a six monthly basis. We noted the service worked very closely and proactively with health and social work partners to ensure people received the service they required to remain living at home. We found the needs of carers were also considered during reviews which could be brought forward in response to changing or increasing needs.

The service strived to involve service users, relatives and carers in making decisions about the service. This included consulting with people about their preferred location for the weekly drop-in café and encouraging them to become involved in the running of the café. People using the service and carers were invited to participate in the recruitment and training of staff. We noted the service provided mindfulness courses to support carers and was setting up a carers' support group.

We concluded people were experiencing excellent outcomes as a result of using the service. This was as a result of the high levels of knowledge and experience of the staff team and their commitment to supporting people and their carers to have a good quality of life.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

## Quality of staffing

### Findings from the inspection

We graded staffing as very good. This meant the service demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist will have minimal adverse impact on people's experiences and outcomes.

The Health and Social Care Standards state "I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty" (HSCS 3.18). We spent time with staff during the inspection and had the opportunity to observe their practice. Staff demonstrated their knowledge and understanding of the people they supported by using strategies to support people to maintain their skills and abilities. A staff member supported a service user to make empire biscuits. This supported the person to participate in an activity that was important to her and had been integral to her role as a wife and mother. This supported the service user to maintain her sense of identity.

Staff used tools and strategies to enable people to continue to communicate and participate in conversations. An example of this was considering which cafes they used and where they sat to limit background noise.

The service had implemented a system that enabled them to track staff training to ensure the required training was completed by staff. We found an annual training plan was developed based on mandatory and service user needs led training. Staff were also undertaking Scottish Vocational Qualifications. Staff told us they were keen to develop their knowledge and practice in supporting people living with dementia and completed additional training in their own time from sources including the Open University.

People using the service and carers told us they were confident staff had the knowledge, skills and abilities to carry out their roles and responsibilities.

Team meetings took place on a regular basis. We saw an annual meeting plan was developed and issued to staff at the beginning of each year. Team meetings were timed to ensure all staff could attend. Meeting minutes were available for staff who had not attended the meetings. We noted team meetings provided information about best practice guidance, policy and legislation. Training was also provided at team meetings.

Staff were receiving supervision on a regular basis. Staff told us supervision was supportive and we noted supervision was a two way process with both parties having opportunities for learning. We asked the provider to ensure staff had opportunities to reflect on their practice during supervision. This could help improve knowledge, practice and outcomes for service users.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

We graded the management and leadership of the service as very good. This meant the service demonstrated major strengths in supporting positive outcomes for people. Performance evaluated as very good does not require significant adjustment.

People using the service and carers told us the manager of the service and project workers were approachable and always available to provide support, advice and information. We heard project workers visited people using the service regularly to ensure they were satisfied with the service they were receiving and that the service continued to meet their needs. People told us members of the management team advocated on their behalf with professionals and agencies.

Staff told us they felt well supported by members of the management team. Staff were also supported with the emotional pressures of their roles. This was very important for staff wellbeing.

People using the service told us major repairs to the building had been necessary earlier in the year. Changes to the service had been well planned and managed. This had not effected the delivery of quality of the service.

We noted members of the management team worked in partnership with professionals and agencies to ensure needs of service users and carers were met. This included home care agencies, health and social work professionals. During the inspection we observed members of the management team liaising with social workers, community mental health teams and general practitioners.

The manager told us the needs of people using the service were increasing and people now needed support to manage their medication and money. The service had developed values led policies and procedures to guide staff practice and ensure the health, safety and wellbeing of service users.

The service distributed quality assurance questionnaires to people using the service and their carers on an annual basis. We found the questionnaires were comprehensive and encouraged people to provide full and frank feedback in order to improve the service. Feedback from the questionnaires was collated and the results were published in service newsletters. This ensured people knew what action the service was taking in response to their feedback.

Six monthly newsletters were sent to service users and carers. These provided information about the service and developments, local community news and information and useful contact numbers. Puzzles and quizzes were also included in the newsletters.

The Health and Social Care Standards state "I am actively encouraged to be involved in improving the services they use, in a spirit of genuine partnership" (HSCS 4.7). We noted the leadership of the service was committed to involving people using the service and carers in developing and making decisions about the service. People were consulted about developments in the service and encouraged to take part in the recruitment and training of staff.

We found the service were not carrying out audits of key systems or processes. We asked the provider to develop and implement audits to provide oversight of the service and enable areas for improvement to be easily identified and rectified.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

#### Requirement 1

The service must, with immediate effect, ensure all staff working in the service are registered with the Scottish Social Services Council within the required timescales.

This is to ensure that care and support is consistent with Health and Social Care Standards which state "I am confident that people who support and care for me have been appropriately and safely recruited" HSCS 4.24 and in order to comply with Regulation 4 - Welfare of Users, of the Social Care and Social Work Improvement Scotland Regulations 2011/210.

**This requirement was made on 29 October 2018.**

#### Action taken on previous requirement

All staff were registered with SSSC within the required timescales. The service developed and implemented a monitoring system to ensure all staff register with SSSC within the required timescales.

**Met - within timescales**

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

The service should develop and implement a recording system whereby information about staff training can be planned, recorded, monitored and accurate and up to date information can be easily accessed.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I have confidence in people because they are trained, competent and skilled are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

**This recommendation was made on 29 October 2018.**

#### Action taken on previous recommendation

The service developed and implemented an effective recording system where information was clear and easy to access.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
29 Oct 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
9 Nov 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
13 Jan 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
5 Feb 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
11 Mar 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good



Date	Type	Gradings	
21 Feb 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Dec 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
24 Jan 2011	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
12 Mar 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
13 Feb 2009		Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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