

North Edinburgh Dementia Care Support Service

Seagrove Centre
13 Fleming Place
Edinburgh
EH7 6GY

Telephone: 0131 553 7147

Type of inspection:

Unannounced

Completed on:

20 November 2019

Service provided by:

North Edinburgh Dementia Care

Service provider number:

SP2003003769

Service no:

CS2004075519

About the service

The North Edinburgh Dementia Care (NEDC) Seagrove Centre is a registered charity organisation providing person centred day care to adults (members) who have been affected directly or indirectly by dementia. The service operates six days per week, Monday to Saturday, it was registered with the Care Inspectorate on 1 April 2011 to provide support to a maximum of 29 people - 22 being older people and 7 with young onset dementia. NEDC also support families and carers of those using the service.

The service is situated in a purpose built building, on one level situated in a residential area. The building comprises of a large lounge / dinning area, large conservatory, secure garden with access to a community garden, kitchen, quieter separate lounge, offices, reception area and toileting and shower facilities. NEDC also provide a breakfast on arrival, a two course hot lunch and transport daily.

The services aim: -

'To provide a nurturing service, which encourages our members to develop their full potential by recognising individual needs and celebrating strengths.'

The services goals: -

"To provide fun and interesting things to do, which are guided by what people want to do at the centre.

To provide time, help, advice and 'an ear' to carers.

To provide an option of care which may assist people to maintain their independence.

To provide a high quality, best value service from our friendly and well trained staff."

What people told us

We received eight care standard questionnaires for people using the service and ten from staff. During the inspection we spoke with five members and gained feedback from four relatives and four professionals associated with the service. The general feedback was positive, with people appreciating the support and help the service provided to its members and their families.

Comments from members families included:-

"The centre has helped my family so much, the staff are amazing and always there to help. My mum loves her days at Seagrove. Plus the service offers extra services such as hairdressing and podiatry and personal grooming which is fantastic."

"The atmosphere in this centre is a happy one. Carers and users are met with smiles and cheerfulness. As a carer for my husband I am extremely happy that he is well cared for."

"My mum goes to Seagrove twice a week and I know she is in a safe and caring environment. We as a family are extremely happy with the care she receives."

"Very happy for the wonderful 2 x weekly for my father, really enjoys his days."

"Great service, kind, caring, friendly staff. Always made to feel welcome. Wish this service could be extended to allow clients to attend daily x 7."

"The people involved in this facility are very professional. They cannot do enough for my wife. I look forward to a Tuesday and Saturday knowing my wife is being well cared for."

Comments from staff included:-

"Since starting with NEDC I have been very impressed with how the centre is run, which includes support to members and staff. The centre is always looking for new ideas on how to improve things and asks members of staff for all contributions / ideas. The members love coming to the centre and enjoy their relationships with all staff, a great place to work."

"NEDC is an excellent organisation to work for and it is very evident that the members health and wellbeing is at the very core of the service we provide...The support I have received from the manager since coming in to post has been excellent and I receive feedback on a regular basis... this is the best organisation I have had the pleasure of working for."

"This year we have had numerous exciting ventures, some of which include an intergenerational project with one of the local primary schools, outdoor activity program with Greenspace Trust and the Conservation volunteers...we provide additional services such as podiatry, hairdresser and eyesight tests."

"I have worked at Seagrove for 3 years now and have been fully supported to develop my skills...I feel my opinions and suggestions are fully heard and implemented if possible...the management and day to day running of Seagrove is next to none. The members are fully supported to make choices."

"I find the staff very welcoming and they have a good understanding of the service users: what they like and dislike in terms of meals and activities and how to engage everyone...I feel supported as a member of staff and respected which I also see in the members who use the service. The members have also talked about how much they enjoy coming to the service."

Self assessment

We are not asking services to submit a self-assessment for this inspection year. During the inspection we discussed improvement plans. Issues relating to quality assurance, feedback from people using the service and their relatives along with the quality of the service's improvement plan were all considered throughout the inspection.

From 1 April 2018, the new 'Health and Social Care Standards' replaced the National Care Standards. These seek to promote and improve outcomes for people who experience care. Services should now be providing support in accordance with the guidelines outlined therein.

These are:

1 I experience high quality care and support that is right for me.

2 I am fully involved in all decisions about my care and support.

3 I have confidence in the people who support and care for me.

4 I have confidence in the organisation providing my care and support.

5 I experience a high quality environment if the organisation provides the premises

<http://scotgov.publishingthefuture.info/publication/health-and-social-care-standards-my-support-my-life>

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	6 - Excellent

Quality of care and support

Findings from the inspection

NEDC have a person centred care approach which allows them to tailor their service to meet the physical, emotional and practical needs of each member. From our observations and feedback from staff, family members and professionals associated with the service, we found the atmosphere to be relaxed but attentive, friendly, fun and saw how each member enjoyed their time and experiences whilst in the centre. The family members we spoke to were extremely complementary about the high quality of support the service offered, how excellent the team were at communicating with them regarding any queries, observations or changes. All feedback from those associated with the services was excellent, with people praising this 'high quality, flexible and efficient service', with stimulating activities and varied outings and day trips. These included the theatre, tea dances, meals and walks, performers and outside agencies going in to do different activities - such as Body Boosting Bingo (Age Scotland) and Curious Shoes, theatre entertainers and reminiscence sessions.

The care and support plans had a good level of detail on each member, highlighting their likes, dislikes, routines, behaviours, history and interests. Although the staff team had plans for each day which included a range of activities, crafts and groups, what members wanted to do (or not), was totally decided by them. On the day of the inspection the itinerary changed a few times as people did not want to do what was planned and enjoyed gentle exercise, a quiz and some drawing instead.

NEDC offered support to people who had been diagnosed with young onset dementia. This provided a needs based service to help enhance the interests or hobbies of these members, aid them in any new activities they wished to enjoy as well and supporting them in daily tasks (if needed). Throughout the service it provided individual and small group support, with all interaction, activities and outings only taking place if members wished for this. The service also offered a 'try before you buy' session for people to go to NEDC for a free trial before they decided if they wanted to attend on a regular basis.

The service also offered in house specialist services, such as a chiropody service, regular visits from a hairdresser, a wellbeing clinic and a visiting optician.

NEDC had worked with a local primary school, pupils from primary 3 and 5 had interacted with members in different activities in the centre and in the garden. This intergenerational work had been hugely beneficial, and members really engaged well with the pupils. Feedback from the Principal Teacher at the school was excellent, positive and the school was looking forward to having a lot more contact with the centre. We were told how much the pupils looked forward to going to the centre.

The service invited all family members to their Annual General Meeting, encouraging people to meet the staff team and their board of directors. Monthly carers meetings were also held to support people to meet other carer's, share information and obtain advice, help and support. These were held at different times of the day to give as many people as possible the opportunity to attend.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of environment

Findings from the inspection

The Seagrove Centre was bright, welcoming with all staff being cheerful, friendly and made all members and families very welcome. The décor of the building was to a very high standard, taking into account how people with dementia could navigate their way around the different areas of the building and outside areas. The main room was multifunctional with a large dining and seated area, the conservatory gave people additional space if they needed it, but still being able to be included in the overall fun and activities that were happening in the main room. The main room had two large cupboards to store a very wide variety of games and activities.

The service had a well equipped kitchen which provided a two course hot lunch daily. The enclosed garden at the rear of the building had been worked on by members, volunteers and staff to create a stimulating area that was easy and safe to use. This area had access to a community garden which consisted of a large grassed area which had been used for football, badminton, skittles and general exercise. There was also an enclosed area in the community garden where members and staff planted seeds and flowers, growing vegetables which they used as part of their fresh, seasonal lunch menu.

The centre has a smaller separate lounge which was used for reminiscence sessions, listening to music, a small library was located there and any visiting services such as chiropody or the optician used this space. There were facilities for the hairdresser and a shower if anyone needed some assistance with personal care. We found staff to be sensitive to the care and support needs of its members, the washing machine was used if anyone needed it in an emergency.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of staffing

Findings from the inspection

We found the service had a thorough recruitment and induction procedure. Two references were sought for all new staff and appropriate checks on individuals to practice were carried out. During a person's probation period they were fully supported by senior staff and monitored and mentored by established staff members. We spoke with a new staff member and student nurse who confirmed that they had a lot of support in completing the on line learning they needed to do, staff guided them through the practical tasks and groups they were involved with and highlighted the likes, dislikes and some behaviours of members. Both people said they were comfortable and confident in asking for any help when assisting members in the centre.

All staff and volunteers were aware of the different types of dementia and associated behaviours of these, training also included food hygiene, adult support and protection, fire safety awareness and the administration and storage of medications. Staff had regular supervision which was thorough, covering all areas of the person's job, training, development and any areas to be worked on. The service embraced the enthusiasm, different qualities and skills staff and volunteers brought to the service.

The service was proactive in supporting nursing and social work students on placements, as well as pupils on school work experience to help them gain skills and experience in the care sector. NEDC also work closely with health professionals and agencies and their local community. The health and social care professionals we spoke to stated how well the service communicated with them regarding any concerns or issues that may arise for individuals and how working together these were promptly dealt with.

The Volunteer Edinburgh organisation had recognised the valuable work some of the volunteers at NEDC had made, one person had been given an award for their work on the services garden project.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of management and leadership

Findings from the inspection

Through work with the board of directors, consultation with staff, volunteers and family members the service had rebranded it's image to be more up to date and reflect its ethos and aims. The boards planning and development meetings highlighted the future goals of NEDC – the expansion of the service into different geographical areas, the expansion of the Young Onset Service, marketing and future funding. The service also looked at how it wanted to develop in the short and long term and what was needed to help this happen.

The senior team had been reviewing and updating its policies and procedures. These included the safety of members and the security of the external environment. All paperwork was gradually being transferred to the new format.

The senior team and administration staff had robust processes in place to ensure each member had a six monthly review, in line with statutory requirements. Audits and checks on the content and quality of paperwork, care plans and reviews was regularly carried out with any areas needing attention being highlighted to the appropriate staff member.

We discussed with the depute manager how the service needs to ensure any family being referred to the centre understand the importance of completing all of the NEDC paperwork with as much detail as possible. This gives the service a more complete and overall picture of the individual and how they can provide a service to meet their specific needs. Some of the information returned to the centre was minimal, with sections not being completed at all. This area will be further discussed with the staff team.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The service should ensure that all staff receive adult support and protection training as part of their induction. National Care Standards, Support Services – Standard 2, Management and Staffing Arrangements.

This recommendation was made on 16 March 2017.

Action taken on previous recommendation

All staff have received Adult Support and Protection training and this has also been incorporated into the services Induction Programme. This area is regularly discussed during team meetings and supervision, any refresher training is arranged as needed. When speaking with staff and volunteers it was evident they were clear on the services protocols and guidelines in this area.

This recommendation has been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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
16 Mar 2017	Unannounced	<div>Care and support5 - Very good</div> <div>EnvironmentNot assessed</div> <div>Staffing5 - Very good</div> <div>Management and leadershipNot assessed</div>
12 Dec 2013	Unannounced	<div>Care and support5 - Very good</div> <div>Environment5 - Very good</div> <div>Staffing5 - Very good</div> <div>Management and leadership5 - Very good</div>
10 Jan 2011	Announced	<div>Care and support4 - Good</div> <div>Environment4 - Good</div> <div>Staffing4 - Good</div> <div>Management and leadership4 - Good</div>
16 Feb 2010	Announced	<div>Care and support4 - Good</div> <div>Environment2 - Weak</div> <div>Staffing3 - Adequate</div>

Date	Type	Gradings	
		Management and leadership	3 - Adequate
12 Mar 2009	Announced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	4 - Good

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