

Parkdale Support Service

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Telephone: 01764 661366

Type of inspection:

Unannounced

Completed on:

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Service provided by:

Perth & Kinross Council

Service provider number:

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Service no:

CS2003017751

About the service

Parkdale day care service is located within Parkdale Care Home in the Perthshire village of Auchterarder. The care home provides permanent and respite accommodation for up to 40 older people and the day care service operates from a designated area within the same building. Parkdale day care is run by Perth and Kinross Council, it operates two days a week on a Tuesday and Friday and is registered to provide day care for up to 12 older people on each day. For anyone living within a 10 mile radius of the facility, transport to and from day care is provided by Parkdale's own mini bus.

Parkdale Day Care is registered separately with the Care Inspectorate and is subject to a separate inspection. At the time of the inspection, the service was only operating on a Friday and there were five people in attendance at the time of inspection.

What people told us

Prior to the inspection we sent a number of Care Service Questionnaires (CSQs) to be distributed to a random sample of people using the service and members of staff. During the inspection we also sought the views of staff, people using the service and their relatives carers.

The comments from the returned questionnaires and people we spoke to were very positive.
Comments included:

"I am very happy, I have made lots of new friends and enjoy all of the activities we do."

"I am very satisfied with all aspects of the service, the food is smashing and I enjoy the company of others, who like me are desperate for company. I also enjoy all the activities we do."

"I think the service is superb, unfortunately the numbers attending day care have fallen due to the cost and ill health, and the days operating have greatly reduced . This is such a shame."

"I am very happy."

"The staff are very friendly and easy to get on with."

"The service has been a great support to me."

"He enjoys going and I know he is safe."

Comments from staff included;

"We have good access to training."

"I like my job and we get good support from management."

"We receive regular supervision."

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	3 - Adequate
How good is our leadership?	3 - Adequate
How good is our staffing?	3 - Adequate
How good is our setting?	not assessed
How well is our care and support planned?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

3 - Adequate

People should be recognised as being the expert of their own experiences, needs and wishes. Service users we spoke with were very satisfied with the care they received. We saw staff engaging and chatting with people in a kind and compassionate manner and staff interactions were calm and unhurried. The environment was pleasant and it was clear that those attending felt relaxed and enjoyed the social aspect of attending Parkdale day care.

People told us that they looked forward to a Friday, the opportunity to socialise, connect with friends and take part in activities, and it was evident that the service provided people with opportunities for social interaction and stimulation which they may not otherwise have had. Service users were offered tea and toast on arrival as well as through out the day, and could also access tea, coffee and snacks independently. There was a choice of lunch time meals and these were well presented and nutritious. People told us that the food was very good and that they were offered an alternative if they didn't like what was on the menu.

We looked at the care plans of people attending the service and saw that each person had a pre-admission assessment and a support plan. Whilst individual support plans contained essential information to help guide staff, the assessment process and resulting documentation lacked detail and did not fully capture individuals' well being, needs and preferences. Service user reviews were up to date but they gave little sense of the outcomes individuals wished to achieve and it was unclear what opportunities service users had to express their views other than at the their review.

We saw that people had opportunities to join in activities taking place within the care home, however, we didn't see evidence of activities being planned specifically around the needs and interests of those attending day care.

There was no strategy to inform and involve people in the development and improvement of the service which made it difficult to ascertain how people were included in decision making and how personalised and responsive the service was in meeting people's outcomes. We discussed with the care home manager the importance of consulting and engaging with service users in order to ensure their rights and choices are upheld.

Staff were vigilant in recognising and communicating any changes in people's health and well being and they worked closely with allied health professionals, making referrals where appropriate and seeking advice and guidance when required. Care Plans documented people's height and weight on admission; however, these weren't repeated, as required by the service's own protocol. There was no medication management system in place and, although staff told us that they prompted and helped service users manage their medication, this wasn't recorded. We discussed with the care home manager the need for procedures around prescribed and 'as required' medication and the importance of supporting documentation being included in people's support plan.

Areas for improvement

1. The service should ensure that people are consulted about the development of the service and activities to ensure that they have choice and are supported to get the most out of life.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "I can choose to have an active life and participate in a range of recreational, social, creative and physical learning activities every day, both indoors and outdoors." (HSCS 1.25).

2. In order to ensure that medication is managed and administered in a way that protects the health and wellbeing of residents, the provider must ensure the safe administration of medication with regard to record keeping and storing and additionally develop an effective quality assurance system to ensure that medication practices are safe and effective.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards and comply with Regulation 4 (Welfare of users) of the Social Care and Social Work Improvement Scotland Regulations 2011.

How good is our leadership?

3 - Adequate

People's experiences are continually evaluated so that, as far as possible, people are provided with the right care and support in the right place and at the right time to meet their needs.

Parkdale day care facility is run by Perth and Kinross Council and whilst there are some policies and procedures in place that are sector wide, at the time of the inspection there was no manager in post and no direct line of responsibility. The aims and objectives of the service were unclear and there was a lack of clarity regarding people's roles and responsibilities. We were pleased to be advised that someone had been recruited to the manager's post and we would hope to see progress on the areas of improvement highlighted, as well as a programme of activities that promotes the rights and opportunities of service users according to their needs and interests.

Areas for improvement

1. The provider should ensure that it carries out regular comprehensive quality assurance audits of all key areas of service provision.

This is to ensure that management and leadership is consistent with the Health and Social Care Standards which state "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19).

How good is our staff team?

3 - Adequate

"We are confident that staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff."

The service demonstrated it had recruited staff in a safe way; staff had two suitable references and a PVG safety check, and were registered with the Scottish Social Services Council. Essential training including health and safety and moving and handling and staff had access to other training opportunities relevant to the service and those attending.

Whilst staff were recruited well, it is important that they are clear about their roles and deployed effectively. It was unclear what the staffing levels were other than the one member of staff from the care home who had been assigned to day care that morning. Whilst we observed the member of staff interacting positively with those present and engaging in meaningful conversation, there were no planned activities and although there were only six people in attendance, the staff ratio did not take account of what people may wish to do or provide adequate cover to support a personalised activity programme.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

3 - Adequate

It is important that the personal plan is right for the individual because it sets out how their needs will be met. Assessment and care planning should reflect people's needs and wishes and should inform all aspects of the care and support they experience.

We found that although each service user had their own care plan which held basic knowledge about them as a person and their health needs, care plans were not outcome focussed and did not provide sufficient information as to how people wished to be supported. The language used did not always reflect a responsive, person centred approach and it was acknowledged that the documentation could be improved by ensuring that the information held, centred on the person, their goals and what they wished to achieve.

We were encouraged to see that care reviews were held regularly and recorded updates and/or changes to the support required and that there was good communication between the service and people's relatives and carers.

Areas for improvement

1. Care plans should reflect a person centred, outcome focussed approach, be developed in line with the Health and Social Care Standards and evaluations must be outcome focussed and reflective of how the service promotes positive choices, experiences and quality of life for each person.

This is to ensure that care and support is consistent with the Health and Care Standards which state that "My support plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met as well as my wishes and choices." (HSCS 1:15)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	3 - Adequate
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	3 - Adequate

How good is our leadership?	3 - Adequate
2.2 Quality assurance and improvement is led well	3 - Adequate

How good is our staff team?	3 - Adequate
3.1 Staff have been recruited well	4 - Good
3.3 Staffing levels and mix meet people's needs, with staff working well together	3 - Adequate

How well is our care and support planned?	3 - Adequate
5.1 Assessment and care planning reflects people's planning needs and wishes	3 - Adequate

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