Inspection report

Galashiels Resource Centre
Support Service

69 Gala Park
Galashiels    TD1 1EZ

Inspected by: Annwyn Noble
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 13 March 2007
Service Number  CS2004057792

Service name  Galashiels Resource Centre

Service address
69 Gala Park
Galashiels    TD1 1EZ

Provider Number  SP2003001976

Provider Name  Scottish Borders Council

Inspected By  Annwyn Noble
Care Commission Officer

Inspection Type  Announced

Inspection Completed  13 March 2007

Period since last inspection  16 months

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Introduction

The annual Inspection of the Galashiels Resource Centre, situated within the Scottish Borders town of Galashiels, was carried out over the morning and afternoon of 13th and the morning of 21st March 2007 by one Care Commission Officer. This service aims to give adults with mental health problems the opportunity of "community re-integration through the supported access of local amenities". The service operates from Monday through to and inclusive of Thursday and on a Sunday of each week.

Basis of Report

This service was inspected after receiving a Regulatory Support Assessment (RSA) to determine what level of support was necessary. The RSA is an assessment undertaken by the Care Commission Officer (here-in called officer) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service, action taken upon requirements etc. This service was required to have a low level of support that resulted in an inspection based on the National Care Standards for Support Services and the national inspection themes and any recommendations and requirements from previous inspections, complaint or other regulatory activity.

“The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate”.

The key themes for 2006/2007 were safer recruitment and nutrition. Nutrition was covered by the officer during this Inspection. Safer recruitment had been inspected as a separate exercise by the Care Commission on a different date. These themes are reported under the following National Care Standards for Support Services:

2 Management and staffing
15 Eating well

The National Care Standards inspected were:
2 Management and staffing
5 Your environment
9 Supporting communication
12 Expressing your views
15 Eating well

During the Inspection on 13th March the officer spent time:
Looking at a range of policies and procedures relevant to the Inspection themes and National Care Standards.
Observing the interactions between the service users and staff members.
Speaking with service users and staff members.
Having lunch within the service
Speaking with one of the acting manager’s (currently two staff are jointly sharing the role of acting manager)
In sampling the Personal Plans.

During the return visit on 21st March further information was gathered through discussion and inspection feedback was given.

**Action taken on requirements in last Inspection Report**
There were no requirements made during the last Inspection of 8th November 2005.

**Comments on Self-Evaluation**
An electronic annual return was submitted by the service, however the electronic self evaluation of the National Care Standards which the acting manager stated had been submitted was not received due to technical difficulties on this occasion.

**View of Service Users**
The officer spent time over lunch on day one chatting with some service. Then two users spent time privately with the officer giving their opinions on the service. Pertinent comments made have been included under the relevant National Care Standard. The officer was made to feel welcome by all the service users who were aware of the role of the Care Commission.

**View of Carers**
The officer spent time talking generally with staff and a relief staff member and individual interviews were carried out with one of the acting manager’s and with two day care officers. Their comments informed the inspection process.
Regulations / Principles

Regulation:

Strengths

Areas for Development

National Care Standards

National Care Standard Number 2: Support Services - Management and Staffing Arrangements

Strengths

A robust policy and procedure system was in place by the care provider. The documentation was seen to be divided into two areas. The first was personnel policy and guidance and the second was health and safety at work policy and guidance.

Documents viewed by the officer on the day of the inspection were:
- The whistle blowing procedure
- Disciplinary procedure
- Training and development strategy
- Health and safety arrangements
- Accident incident procedure
- Manual handling procedure
- Physical intervention in adult services known as restraint.

The manager reported that statutory training undertaken by the staff team was in relation to basic food hygiene, moving and handling, health and safety and an updating of restraint technique.

The training plan was seen to provide statutory training to the relief staff members.

The acting manager spoken with on the day of the inspection confirmed that he was currently working toward a relevant management qualification to meet the criteria of the Scottish Social Services Council (SSSC).

The manager confirmed that the staff do not deal with service user's money.

Staff do not administer medication.

Through observation of the staff team on duty on the day of the inspection, the officer judged that the staff had the appropriate interpersonal skills to work with the service user group effectively.

Service users spoken with stated that, in their opinion, the current staff and management
group worked well together to provide a good service.

The risk assessment process was build into each service user's personal plans.

**Areas for Development**

The officer identified the following areas for development.

Benefit would be gained to the staff and management if the Gala Resource Centre was able to access the Scottish Borders Council's intranet. This would ensure that information which was supplied to other support services was filtered down to the Gala Resource Centre by the care provider.

The manager should obtain a copy of the updated care planning information as issued by Scottish Borders Council. This the manager agreed to do.

The officer calculated that currently the staff team consisted of approximately 46 hours per week less hours than when the previous registered manager was in place. This was seen to be a significant drop in hours. Although staff were seen to be coping with the workload at present, it is hoped that extra hours will be released when the temporary management situation is resolved. (Currently the Gala Resource Centre has a temporary arrangement in place with regard to management. This arrangement will be subject to change in the near future, reported the current acting manager.)

Service users spoken with were very supportive of the current staff team, however, comments were made by service users that they thought at times the staff and management were under pressure. The officer praised the efforts of the manager and the staff team at this time. (See recommendation 1).

Three requirements were identified as part of the Safer Recruitment audit carried out by the Care Commission at the SBC Headquarters.

**National Care Standard Number 5: Support Services - Your Environment**

**Strengths**

The building and grounds outside the building were well maintained and were not identifiable in a way that stigmatises the support service users.

On the day of the officer’s visit the premises were seen to be generally clean, tidy and free from offensive smells.

Detailed health and safety policy procedures were in place.

A range of appropriate recreational and craft equipment was available within the building.

A strength of the Gala Resource Centre was the activities that were on offer.

Service users continued to enjoy the range of sessions that were available to them.
Since the last inspection, the gardening group had been working on disabled access to the back garden. A disabled ramp was available at the front of the building.

**Areas for Development**

The manager identified the following area for development.

Currently some service users were restricted in using the facilities in the Gala Resource Centre due to mobility difficulties that they have. In order to get round this difficulty the staff and management team had begun using other community services which were all on the one level. This allowed service users to access a building that posed no restrictions upon their mobility.

The restrictions that applied were in relation to the use of the computer room upstairs, the playing of ‘pool’ and the use of a private meeting room.

The manager reported that a visit from the environmental health officer was imminent. The officer advised the manager that advice should be sought from the environmental officer in relation to the physical environment of the kitchen that was in use for the making of meals on a Tuesday and Sunday. This the manager agreed to do.

**National Care Standard Number 9: Support Services - Supporting Communication**

**Strengths**

The manager reported that at present none of the service users within the centre required specialist equipment for communication purposes.

A former service user did have a hearing impairment. Communication with this service user was through lip reading and some sign language. Difficulties existed when the service wanted to contact the person. To get round this letters were sent instead of phone calls being made.

As the staff within the service spent a lot of their time counselling service users, it was seen to be beneficial that permanent staff members had attained an accredited certificate in counselling.

**Areas for Development**

As areas for development, the manager identified the following.

That it would be beneficial for communications between service users and staff if all staff attained an accredited certificate in counselling. This to be done to ensure their competency working with vulnerable service users. This the officer agreed with.

Should the staff support another service user in the future who had hearing difficulties then it would be beneficial if at least one staff member undertake specialist sign language training. This the officer agreed with.

There were no areas for development identified by the officer.
National Care Standard Number 12: Support Services - Expressing Your Views

Strengths

Service users spoken with confirmed that their key workers were approachable and that concerns in the first instance should be discussed with the appropriate named worker.

Service users confirmed that they are aware of the complaints procedure within the support service and also aware of the formal complaints procedure that was available to them should they wish to take a complaint to the care provider or the Care Commission.

A copy of the Care Commission's inspection reports were made available to service users after their publication date.

Service users spoken with confirmed that they were involved in how the service was run and how it might be changed and improved.

Areas for Development

Service users spoken with identified the following areas for development.

That they would wish to be able to discuss any concerns that they had with any member of staff rather than in the first instance with their key worker.

In response to this, the manager informed the officer that the system in place was that, in the first instance, service users should book time with their support worker to discuss any concerns that they have. Should an appointment not be available within an agreed timescale then it was appropriate for the service user to discuss their concerns with either of the managers or another member of staff. The officer deemed this as being reasonable.

In addition service users stated that they thought that relief staff members should attend team meetings so that they would be better informed of what was happening within the support service.

In response to this the manager stated that this was not feasible and that to ensure that relief staff members were up to date with developments within the service they were given a hand over of information when they commenced their next shift. As some of the relief staff members did not spend much time within the service it was not practical to permit their attendance at team meetings. In addition issues of confidentiality required to be considered. The officer stated that rotational attendance by relief staff at team meetings may be beneficial to staff and service users.

There were no areas for development identified by the officer.

National Care Standard Number 15: Support Services - Eating Well where the support service provides meals

Strengths

Hot food was provided to service users on two days of the week. This was prepared by a staff member who had undertaken basic food hygiene training. The staff member was
assisted by a service user.

Limited choice was available to service users in relation to what was on offer for lunch on these days. However, what was on offer had been agreed beforehand by users who were keen to try new and healthier food options. One service user, in particular, had been bringing in recipes to encourage the cooking of healthier foods. This had gone down well with other users of the service who were keen to encourage their fellow service user.

On the day of the inspection the officer had lunch with the staff and service users. The lunch was seen to be well presented and was enjoyable.

Service users were free to help themselves to hot and cold drinks whenever they liked.

**Areas for Development**

As an area for development the officer identified the following.

That advanced food hygiene training should be carried out by at least one member of staff (See recommendation 2) and that the service users who assist the staff within the kitchen should be enabled to carry out the basic food hygiene training.
Enforcement
There has been no enforcement action taken since the last Inspection.

Other Information
No other issues were identified.

Requirements
1. It is a requirement that all staff working in registered care services, must have an enhanced level Disclosure Scotland check carried out. This is in order to comply with SSI 2002/114 Regulation 9 (1) - a requirement to ensure the fitness of employees.

2. It is a requirement that there should be a safe system to record that, where appropriate, the employer has checked qualifications. This is in order to comply with SSI 2002/114 Regulation 19 (2) (a) - a requirement to record full information about employees.

3. It is a requirement that recruitment records should evidence that checks are undertaken at recruitment to ensure the physical and mental fitness of employees to undertake their roles and responsibilities. This is in order to comply with SSI 2002/114 Regulation 9 (1) - a requirement to ensure the fitness of employees and takes into account the Scottish Social Services Codes of practice - Employer.

Recommendations
1. The care provider should endeavour to resolve the temporary management situation within the service timeously to ensure that service users have confidence that at all times the numbers and skill mix of staff will be sufficient to meet their support and care needs. This is made in order to consider National Care Standard for Support Services: Standard 2.7

2. Advanced food hygiene training should be made available to at least one member of staff who regularly works within the kitchen to ensure that all food handling follows good food hygiene practices. This is in order to consider NCS 15.5

Annwyn Noble
Care Commission Officer