

Inspection report

Strand Day Services Support Service

30/32c Waterside Street
Largs KA30 9LP

Inspected by: Charmaine Dickson
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 19 July 2007

Service Number

CS2003034611

Service name

Strand Day Services

Service address

30/32c Waterside Street
Largs KA30 9LP

Provider Number

SP2003003327

Provider Name

North Ayrshire Council

Inspected By

Charmaine Dickson
Care Commission Officer

Inspection Type

Announced

Inspection Completed

19 July 2007

Period since last inspection

12 months

Local Office Address

Care Commission Office
Suite 3 & 4a
Sovereign House
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Irvine
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Introduction

Strand Day Service in Largs provides support and stimulation for up to eight older people, some of whom may have dementia, physical disabilities and sensory impairment. Most of those who attend live in towns on the north coast area of Ayrshire.

The service provides a centre based support service to older people who are physically frail, on Mondays, Wednesdays and Fridays.

A centre based support service for people who have dementia is held on Tuesdays and Thursdays. A maximum of eight people attend daily.

Strand Day Service offered a programme of activities which were designed to assist each person who attends, to maintain their skills and abilities whilst supporting them as individuals.

Service users benefit from the social contact and support with their personal care whilst, participating in enjoyable and stimulating activities both in the centre and the local community.

Relatives and families have respite whilst their family member enjoys the time spent in the day service. The monitoring, supervision and support of those who attend was maintained by a small experienced staff team.

The accommodation consists of one open plan lounge, kitchen and dining area. There is a quiet room and toilet, shower and cloakroom facilities. Office accommodation is available and those who smoke do so in the garden area. The service is located on the ground floor of a block of flats in a quiet residential area of the town. The service users have access to a shared garden area at the rear of the property.

Transport to and from the service can be provided if needed.
Lunch, morning and afternoon tea and coffee were available.

The service states that:

"it aims to assist older people, by providing support appropriate to the assessed need of each individual, by maintaining a safe environment within which people can participate in therapeutic activities."

It was registered 1 April 2002 and is managed and funded by North Ayrshire Council.

Basis of Report

This report was written following an announced inspection from 10:00am to 13:30pm on Thursday 19 July 2007, to the service by Care Commission Officer, Charmaine Dickson. Feedback was given at the end of the visit to the Senior Day Service Officer and her Team Leader.

The service was inspected after a Regulatory Support Assessment (RSA) had been carried out to determine what level of support was necessary. The RSA is an assessment undertaken by the Care Commission Officer which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager), and actions taken upon Requirements. The CCO

will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was then based upon the relevant Inspection Focussed Areas and follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity

The service was also required to submit their Annual Return (AR) which helps the Care Commission to review the service using accurate and up to date information. The service submitted a completed annual return as requested by the Care Commission within the timescale.

The Officer consulted with:

Senior Day Service Officer
Service Users
Two Support Workers
Day Service Officer

The following records, policies and procedures were examined:

Four Individual Personal plans including review minutes
Service user's risk assessments
Challenging Behaviour Policy for Older Peoples Services
Dealing with Aggression Policy
Children Visiting the Service statement
Care at Home Nutrition and Fluid Intake Guidelines. December 2006
Crisis & Aggression, Limitation & Management (CALM) training.
Multi Agency Procedures for the Protection of Vulnerable Adults
Staff training and supervision records.
Minutes of Service Users Meetings
Staff Team meeting records
Strand Day Service Quality Review March 2006.

The interactions and relationship between the service users and staff was observed and an examination of the premises was conducted

The inspection considered the Inspection Focus Areas (IFAs) and Associated National Care Standards for 2007/08 for Support Services. These were as follows:

- 1 Protecting People
 - Child Protection in Adult Care Services
 - Adult Protection
 - Restraint
 - Scottish Social Services Council, Staff Training
- 2 Quality assurance

Strand Day Service was measured against the following National Care Standards, Support Services:-

- 2 Management and Staffing Arrangements

- 7 Using the Support Service
- 12 Expressing your views

All of the above were taken into account and reported upon.

Since the last inspection the following changes have taken place.

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. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements in last Inspection Report

There were no requirements identified at the time of the last visit.

Comments on Self-Evaluation

The Self-Evaluation was completed by the Senior Day Service Officer to a satisfactory standard and gave some information for each of the standards associated with the inspection focus. There were strengths identified and some areas for development noted.

View of Service Users

There were eight service users in attendance on the day of the inspection. They were relaxed and enjoying the activities offered. After their lunch, a few people commented on the pleasure they gained from attending the day service and complimented the staff on the care and support they provided.

View of Carers

The organisation had recently circulated their annual questionnaire, " Carers Week Survey 2007." The responses were awaited. An annual report was compiled on the completion of the survey. This report will be forwarded to the service for discussion and displayed on the notice board for all to access.

Although there were no carers consulted at this visit, the Officer noted from the review records

examined that relatives and family members who were the main carers for service users attending, were satisfied and happy with the rest and break they had from the responsibility of caring, while their family member enjoyed the time they spent at Strand Day Service.

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

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

Strengths

Not all elements of this standard were examined, only those related to the Inspection Focus Areas.

The organisation had policies and procedures in place which were available to staff and it was reported that these would be made available to anyone requesting access. It was reported that policies and procedures had been discussed at team meetings from time to time. The organisation has a Child Protection policy and a statement was displayed in on the notice board about the protection of children with the emphasis on children visiting the service.

The organisation's Challenging Behaviour Policy, Older Peoples Services made reference to the guidelines from the Mental Welfare Commission for Scotland - "Rights, Risks and Limits to Freedom." A copy of these best practice guidelines was available.

A risk assessment had been conducted for each service user in relation to all aspects of their needs. Where protecting people from harm was identified this was recorded within each service users' care plan. A six monthly review of the person's care was conducted which included a risk assessment. Each person's support needs would be reviewed more frequently, if stipulated.

Should there be a change in a service user's needs, further risk assessments would be conducted, a formal review would be held and appropriate external support sought to ensure the service user could be supported in this day care setting and in their home environment.

There was a system in place for the recording and reporting of incidents. The service reported that they have not had any incidents where an aspect of direct physical restraint was needed to keep someone safe.

All staff had received regular training on Crisis & Aggression, Limitation & Management (CALM)

From records examined and the observation of the relationships between staff and service

users the Officer identified that staff were well aware of each service user's needs and the types of support, stimulation and activities each person preferred and enjoyed. The staff spoken with were knowledgeable about the service users in their care. This knowledge of service users' needs and staffs' skills and experience, ensured that relaxed, dignified and enjoyable activities and opportunities were being provided.

All records examined were well maintained and written in a respectful manner.

The organisation had an "Interim Procedures for the Protection of Vulnerable Adults" in place and had recently received the multi agency procedures document. It was reported that training would be made available in the coming year for the staff team.

The Senior Day Service Officer reported that in any issue of adult protection the lines of responsibility and communication were specified and the information was accessible to all staff.

There had been no issues relating to adult abuse that had required to be passed to other agencies. The sampling of four care plans confirmed this.

The Officer observed that throughout the visit, individuals were consulted about their choices and assistance was provided to each person in a polite and helpful way.

The organisation has a Staff Training Plan for 2007/08 which included statutory and specialist courses relevant to the service provided at Strand Day Service. Two staff have SVQ accreditation and another has applied to undertake this. All staff were aware their need to register with the Scottish Social Services Council at the appropriate time.

There was a policy which identified the organisation's aims and approach to training.

Regular team meetings, the formal supervision of staff and a good communication system with supportive management, all assisted to promote the continued development of staff and the improving of the delivery of care to the service users.

Service users spoken with informally were complimentary about the activities and enjoyment they got from their regular attendance at the Day Service.

Since the last inspection, the service had completed the updating of all care records and installed the standardised care management system which was now in use across the North Ayrshire Day Services for Older People. Some staff had received training in computing and key boarding skills. The service has now got access to the provider's electronic care management system which ensure staff have accurate details and information about the service users in their care.

Areas for Development

It was noted that staffing levels had been reduced since the last inspection visit. However, the service now was able to make use of their dedicated transport to and from the Day Service, with a driver and escort available for portions of the day.

Due to access to this transport, with a driver, a few outings had been arranged for Service Users, who had enjoyed the opportunities; these events had been discussed and were noted

in their meeting minutes.

Although a copy of "Rights, Risks and Limits to Freedom", (2006) was available, the service was aware that they should have a copy of "Safe to Wander", (2003) by the Mental Welfare Commission. It was felt that the staff team could use the best practice advice to enhance their awareness protecting older people from harm.

It was reported that a date had been identified for the staff to participate in a development day and the agenda for this was being agreed.

Since the last inspection the service has been monitoring and recording the number of hours a member of their staff team has been transferred to assist at another day service. Maintaining this record supports the Senior Day Service Officer to quantify the reduction to the service's staffing levels and note which areas of work were affected by this.

It was reported that reduced staffing levels often impact on the opportunities for some day service activities and the regularity of paperwork being maintained. This aspect of the reduction in staffing levels will be examined at the next inspection visit.

At the time of the last inspection it was identified that the provider had a Policy on Infection Control for Day Services for Older People. However, staff training was to be conducted. It was reported that this training had not yet been made available. (see Recommendation 1)

National Care Standard Number 7: Support Services - Using the Support Service

Strengths

There was a keyworker system in operation, with each service user allocated a key worker who encouraged the service user to take part in the range of activities and opportunities which reflected their assessed needs.

Each person was consulted and supported to make choices about their care plan and risk assessment. An initial review takes place after four weeks. At this time the service users were consulted and their views of the support and care they received was discussed, changes would be identified at this meeting, if needed.

Each service user was supported to express their views and opinions regarding their programme of activity or attendance and could discuss any issues or concerns with their key worker, Senior Day Service Officer or have the support of their representative in this.

Areas for Development

It was noted in the Self Evaluation response that staff training in Therapeutic Activities and specialised training in Stroke and Dementia was already underway. This will be examined at the next inspection visit.

National Care Standard Number 12: Support Services - Expressing Your Views

Strengths

Each service user has a nominated key worker who takes time to have regular discussions with their key person about the support and care they received.

The Organisation's complaints procedure was provided in a "Listening and Learning" leaflet which was on display. This leaflet was also given to the service user and their representative in the admission pack.

There was a Suggestions Box in the service, for items to be shared with the external manager of the service.

The contact details of the Care Commission were on display.

Regular service users meetings were conducted where each person was encouraged to express their views and opinions about the service and how it should be run. Discussions about meals, transport arrangements and decisions about outings and activities were noted regularly in the minutes that were maintained of the meetings.

Service users were encouraged to participate in the Care Commission's inspection process. Copies of the inspection reports were made available and the most recent report was displayed on the notice board.

Service users and their representatives were invited to participate in review meetings and their views and opinions sought about the care being provided to each individual as well as reviewing the respite this service offered to the carer.

The service can access advice, support and training for carers who were supporting a person with Dementia in their home.

The service will also advise carers on where to get guidance including advocacy support from external agencies.

Areas for Development

The service promoted service user participation in the day to day running of the service and sought people's opinions and views regularly. There were no areas for development identified at this time.

National Care Standard Number 99: Other Issues Related to National Care Standards and Regulations

Strengths

At the last inspection there was a recommendation that the provider should ensure that the staff had clear management guidelines for food, fluid and nutritional care for the service users.

It was reported that the staff have access to the guidance "Care at Home Nutrition and Fluid Intake Guidelines" which provides clear management guidelines on the nutritional support of service users. The service continues to monitor the nutritional needs of those attending and has maintained regular contact with the cook at the local school, which provides the lunches.

In the minutes of Service Users' meetings it was noted that there were no concerns regarding the lunches served at Strand Day Service.

Areas for Development

The service had addressed most of the areas highlighted for attention at the last inspection visit and was striving to provide a person centred service to all those who attended whilst continuing to give every family involved some support and respite.

Enforcement

There has been no enforcement action taken against this service

Other Information

The provider had recently completed the re structuring of Social Services. This was to enable a more efficient service delivery from a local team of staff based at the same location, to ensure better communication, information on resources and support for staff. This is at an early stage with the provider reviewing and monitoring the services it provides. The progress of this development will be examined at the next inspection visit.

Requirements

There were no requirements identified at this inspection.

Recommendations

1 The service should ensure that staff receives training in the control of infection, pertinent to the day care setting.

National Care Standards, Support Services, Standard 2 : Management and staffing arrangements.

Charmaine Dickson

Care Commission Officer