

Care service inspection report

Queensferry Churches Care in the Community

Support Service Without Care at Home

The Haven
25b Burgess Road
South Queensferry
EH30 9JA
Telephone: 0131 331 5570

Type of inspection: Unannounced

Inspection completed on: 20 May 2014



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Service provided by:

Queensferry Churches Care in the Community

Service provider number:

SP2003003302

Care service number:

CS2003043908

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The service provides a range of enjoyable and innovative activities for people who use it.

Very good use is made, both of the premises themselves, and of the range of facilities available in the local area.

What the service could do better

We identified a possible need to increase staff training provision in order to reflect the increasing range of needs demonstrated by service users.

What the service has done since the last inspection

The service has improved personal plans to make them simple to use and easier for service users to understand.

Conclusion

The service has continued to develop the ways in which it listens to service users in order to provide range of appropriate activities.

The service also provides a valuable source of support to the families and carers of service users.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

Requirements and recommendations:

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Queensferry Churches Care in the Community (QCCC) is a project providing day care to older people in the local community. The service is provided to frail older people, some of whom may have dementia. The service users are people who continue to live in their own homes but who would like some extra help in their day to day life and the opportunity to enjoy some more social contact.

The day care service is provided at two locations - the Haven, South Queensferry and Kirkliston Community Centre. A service is provided for a maximum of 12 people on each of the days it operates in each of the locations. For this inspection, we only visited the Haven.

The service operates from Monday-Friday 9am-5pm, although service users arrive at

10am and begin to leave from 3pm onwards. Organised activities, social interaction and practical assistance is offered each day and is facilitated by a team of paid employees supported by volunteers.

The stated aims of the service are:

"An enjoyable day out in friendly and comfortable surroundings.

To promote the independence of our members and enable them to remain within the community.

To provide a regular break for carers."

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

During the inspection process we gathered evidence from various sources, including the following:

We spoke with:

- The Manager.
- Two members of staff.
- Six people who use the service.

We reviewed:

- Three personal plans of people who use the service.
- Medication administration records.
- Minutes of service users' review meetings.
- Staff training records.
- Staff supervision records.
- Audits carried out by the provider on different aspects of the service.

We looked at:

- The environment and equipment used in the provision of the service.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

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

We made 3 recommendations following our previous inspection all of which had been met.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care inspectorate received a fully completed self-assessment document from the provider.

We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self-assessment process.

Taking the views of people using the care service into account

Service users with whom we spoke expressed a very positive view of the service.

Taking carers' views into account

We did not meet any carers during this inspection.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

We found that the service was demonstrating excellent practice in areas covered by this Quality Statement.

Personal plans which we sampled reflected the involvement of service users and their families.

We could see that these were regularly reviewed.

Personal plans noted a programme of review meetings along with goals which had been agreed with the service user to work towards between reviews.

We concluded that this helped to ensure that overall service provision was shaped by the people using it.

A wide range of methods was used to gain the views of service users and enable people to actively influence the way in which the service was provided.

Different groups of people with a variety of needs attended the centre on different days of the week.

Monthly meetings were held with all groups attending daycare.

The needs of each group was taken into account with some groups enjoying a formal meeting structure with an agenda and minutes and others preferring a more relaxed get-together.

The minutes of all meetings demonstrated that service users were being empowered and supported in developing the service.

Questionnaires had also been used to gain the views of service users. The results of these demonstrated that people were very happy with the service provided and that their views were acted upon.

This quality of service was carried through to individual support plans. Personal plans which we read noted that each service user had the opportunity to discuss their expectations of the service and to develop "goals."

These were then used as a basis for regular review.

The service had also accessed the support of Dementia-specific advocacy services to help to ensure that the views of people who have Dementia were represented.

We concluded that excellent opportunities were provided for service users to influence the service provided both at an individual level and as a group.

A similarly wide range of methods was used to support family carers and enable them to make their views known, and influence the way in which the service developed.

A dedicated Carer Support Service operated three separate carers support groups which met monthly.

All of these groups had their own aims and objectives. These objectives were, generally, to develop the service itself or to influence the broader provision of services for that client group within the local area.

Everyone with an interest in the service were kept informed about future and past events by the publication of a quarterly newsletter.

Areas for improvement

The service should continue to develop innovative and creative ways of enabling service users and carers to assess and improve its quality of care and support.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

We found that the service was demonstrating very good practice in areas covered by this Quality Statement.

We observed staff interacting with people using the service.

We found that staff were considerate and respectful towards service users. Staff demonstrated very good understanding of both service users' needs and the need to promote their independence.

Service users and staff seemed relaxed in each other's company.

Service users' personal plans were regularly reviewed and demonstrated service users' input.

The format of personal plans had improved since our previous inspection.

Following a recommendation made by us, personal plans had become clearer, more concise and useful in practice.

Service users with whom we spoke described their needs being met very well.

We reviewed the staff training programme and found that it covered a very good range of topics relevant to the needs of service users.

Areas for improvement

The service was currently reviewing and updating a number of policies related to health and wellbeing.

These included medication and health and safety.

Although the range of training offered to staff was very good, the range of health-related issues experienced by service users was extensive.

We questioned whether there may be a need to expand the staff training programme to include potentially appropriate topics which are currently not covered. One example of this may be Epilepsy Awareness. The service should give this some consideration.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths

As noted in Quality Statement 1.1 we found that the service was demonstrating excellent practice in areas covered by this Quality Statement.

Areas for improvement

As noted in Quality Statement 1.1 with regards assessing and improving the quality of the environment within the service.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

We found that the service was demonstrating very good practice in areas covered by this Quality Statement.

We found that the premises were clean and free from obvious sources of danger. We found that there was a very low level of accidents/incidents. Where these did occur there was a mechanism to accurately record them and identify possible ways to prevent recurrence.

There was a process to record and action any necessary repairs to the building.

A monitored entry system provided awareness of who was visiting the building.

There was an ongoing system of environmental risk-assessment.

We concluded that these were all factors which contributed to the overall safety of the environment.

Since our previous inspection the service had met a recommendation we had made concerning the need to check that items stored in the fridge were within their "use by" date. Items were now clearly labelled with dates of opening.

An ongoing process of re-furbishment and re-decoration was taking place in parts of the building.

Any risks created by this appeared to be very well managed by the service.

Areas for improvement

The service should continue to safely oversee the re-furbishment/re-decoration taking place.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

As noted in Quality Statements 1.1 and 2.1 we found that the service was demonstrating excellent practice in areas covered by this Quality Statement.

Areas for improvement

As noted in Quality Statements 1.1 and 2.1 with regards assessing and improving the quality of staffing in the service.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We found that the service was demonstrating very good practice in areas covered by this Quality Statement.

We observed staff at work and concluded that they were very well motivated. Staff appeared to work very well together for the benefit of service users.

There were regular staff meetings taking place and regular staff supervision. We concluded that this promoted very good communication and supported staff in their role.

There was a range of staff training in place appropriate to the needs of service users.

Service users were currently involved in the staff recruitment process.

We concluded that this demonstrated the provider's commitment to service user participation and recruitment of appropriately skilled staff.

Service users with whom we spoke were very happy with the staff.

Areas for improvement

Although we felt that the content of the staff training programme was appropriate to the needs of service users, we questioned whether the frequency with which some training was repeated was appropriate in view of the ever-increasing needs of some service users.

(See recommendation 1).

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should review the frequency with which staff training is repeated to ensure that it continues to reflect the needs of all service users.
National Care Standards, Support Services, Standard 2: Management and staffing arrangements.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

As noted in Quality Statements 1.1, 2.1 and 3.1, we found that the service was demonstrating excellent practice in areas covered by this Quality Statement.

Areas for improvement

As noted in Quality Statements 1.1, 2.1 and 3.1 with regards assessing and improving the quality of management and leadership of the service.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

We found that the service was demonstrating very good practice in areas covered by this Quality Statement.

A range of systems were in place to involve service users, staff, carers and stakeholders in assessing the quality of the service provided.

We found that the service was very well managed. This view was shared by service users with whom we spoke.

The service was managed by two managers as a job share.

We spoke to one manager during our visit and felt that they had a very good vision of the future directions the service might take and a very clear understanding of the type of service developments which could benefit the client group.

There were a range of methods used to enable service users, carers, staff and stakeholders to express their views on the service and assess its quality. These included meetings, questionnaires and 1-1 discussion. Reviews of care were regular.

Areas for improvement

The service may wish to consider whether service users, carers and other relevant parties could become involved in its self-assessment.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

No Additional Information.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	6 - Excellent
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
30 Jan 2013	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
31 Mar 2010	Announced	Care and support 3 - Adequate Environment Not Assessed Staffing 3 - Adequate Management and Leadership Not Assessed

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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Translations and alternative formats

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Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com