

Care service inspection report

Age Concern Eastwood Dementia Project

Support Service Without Care at Home

The Stables - No. 3 Cottage

Eastwood Park

Rouken Glen Road

Giffnock

Glasgow

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Telephone: 0141 621 0133

Inspected by: Jacquelynne Calder

Type of inspection: Unannounced

Inspection completed on: 25 June 2013



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Service provided by:

Age Concern Eastwood Dementia Project

Service provider number:

SP2003000156

Care service number:

CS2003000802

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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	6	Excellent
Quality of Environment	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	6	Excellent

What the service does well

Age Concern Eastwood Dementia Centre provides an excellent person centred service to both service users and their carers. The Manager and staff team are motivated and dedicated and the feedback received from carers and other stakeholders was extremely positive about the service.

What the service could do better

The service is currently operating at an excellent standard and will have to continue to work hard to sustain such a high level of performance and achievement. The service will ensure that the next self-assessment they submit fully reflects the excellent level of care and support evidenced throughout this inspection.

What the service has done since the last inspection

The service is continually looking at ways to improve service delivery. There is a robust risk management plan in place since the last inspection.

Conclusion

This service was described as 'a life-line' and 'the best we could hope for' by carers. The service ensures that they offer a consistently excellent level of care and support to service users and that they fully consult and support their carers.

Who did this inspection

Jacquelynne Calder

1 About the service we inspected

We wrote this report following an unannounced inspection that took place on Wednesday 19 June 2013 between 9.30am and 5pm and Tuesday 25 June between 1.30pm and 4.30pm. The inspection was carried out by Care Inspectorate Inspector Jackie Calder. Feedback was given to the Manager and the Day Care Co-ordinator at the end of day two.

As requested by us, the provider sent us an annual return. The provider also sent us a self assessment form.

During this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:

- Annual Return
- Self Assessment
- Certificate of Registration
- Public Liability Insurance Certificate
- Care Standards Questionnaires completed by people using the service and their relatives/friends
- Support Plans for people using the service
- Service Handbook
- Monthly Newsletter
- Quality Assurance systems
- Management structure and functions
- Statement on 'Purposeful and Meaningful Activities in Day Care'
- Training Programme & Calendar (service delivery plan) and individual records of achievement
- Staff Supervision records and appraisal records
- Minute of Team Meetings
- Samples of applications to external award bodies (Scotlands Dementia Awards)
- Sampled published articles (Advantage - Age Scotland Magazine)
- Service User and Carer Consultation Review
- Health and Safety Audit
- Accident and incident records
- Thank you cards.

We spent time in the company of service users in both a group setting and over lunch. We observed how they were being supported and how staff worked. We spoke informally with service users during these times.

We spoke with the Manager, day care co-ordinator, care assistants and the admin assistant. We also met with two Board members.

We received e-mail feedback from both carers and stakeholders.

We sent out 30 and received 25 completed Care Standards Questionnaires from relatives and carers.

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

Quality of Care and Support - Grade 6 - Excellent

Quality of Environment - Grade 6 - Excellent

Quality of Staffing - Grade 6 - Excellent

Quality of Management and Leadership - Grade 6 - Excellent

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

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.scswis.com.

This service was previously registered with the Care Commission since 1 April 2002 and transferred its registration to the Care Inspectorate on 1 April 2011.

Age Concern Eastwood Dementia Centre offers day care to 24 older people with dementia. The service operates Monday to Friday. The premises are two adjoining properties in Eastwood Park, East Renfrewshire and service users have the use of several comfortable rooms, 2 dining areas, a conservatory, a large activity room, a therapy room and a secluded garden. On the days of inspection there were 22 service users and the service supports 80 'clients' across the 5 days of operation.

The service is a stand alone independent service provider which is supported by a Board of Directors.

The service has a mission statement which states:-

'We believe that by providing a high quality day care service we can promote the health and well-being of our clients and carers as this is our main objective. The mission of the centre is to follow a holistic approach to dementia care and we believe that the carer equally requires as much support and care as the person they care for.'

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

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 service completed a self assessment and this was referred to throughout the inspection process.

Taking the views of people using the care service into account

We were able to speak with service users in group settings whilst doing activities and over lunch. We did not ask a lot of questions but were assured by them that they really enjoyed coming to the centre, the staff were lovely and the food was very good.

We spent time observing service users and staff together. There were strong, compassionate relationships which the service users clearly enjoyed. It was evident that the service users enjoyed the stimulation and the caring support provided.

Taking carers' views into account

We were able to seek the views of relatives and carers through e-mail contact, thank you cards and questionnaire feedback. Their comments were as follows:-

'My relative has attended the service for 2 years now and we both find it a huge asset in terms of her care. The staff are wonderful, always bright and helpful and appear extremely capable. If the centre was not available to us I dread to think of how we might cope.'

'The staff are professional, helpful and caring. The centre is spotless and well organised. My dad loves his time there. I think I would be hard pushed to find such a lovely day centre as this, they are so friendly and accommodating, even the office staff. I would recommend this service to anyone.'

'Thank you for looking after mum so well. The service has a lovely environment. All staff were welcoming and caring and they treated mum with respect and attention.'

'This service is vital to my wife who has dementia and equally for me as her carer. My wife is very happy and comfortable to be at the centre and indeed looks forward to her time there and finds the staff to be extremely caring and friendly. I cannot speak highly enough of the staff and service provided by Age Concern.'

'The care provided 2 days per week is great.'

'I am entirely satisfied with the care and attention given to my husband.'

'The staff at the Stables are always very civil and friendly. They appear to be professional, confident and very helpful to my wife. My wife really enjoys her time at the Stables and I get time to do other things.'

'The care provided is second to none. The premises are clean, bright and cheerful and the staff are wonderful. My father always comes out with a smiley face!. The services they offer to the carers is first class.'

'My mother and I have found all staff to be very supportive and confidential.'

'I have nothing but praise for the manager and her devoted staff for all the care, kindness, concern, understanding and attention bestowed on my wife who always comes home with a smile on her face!'

'So far I am very pleased with the service provided.'

'Overall the service provided to my husband has been wonderful. All the staff have been very friendly and polite and all I can say is keep up the good work and a big thanks to the staff.'

'I am more than satisfied with the excellent standard of care my relative receives at the Stables by all members of staff.'

'A very caring attitude is displayed by staff at all times.'

'I have always found the staff friendly and respectful when communication about my dad.'

'My mum loves it. She says it is the friendliest place she has ever been to. The service is unrushed and very accommodating, with good communication. I know mum to be well cared for when there and can relax completely. Excellent value all round. If mum is happy - I am too!!!'

'The service provided is first class, because of this I can relax and have time to meet friends. I have such admiration for all the staff and the wonderful work they do. I look on them as a friend. They are so kind to us and I can't praise them enough for the excellent job they do.'

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: 6 - Excellent

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 this service had performed to an excellent standard in the areas covered by this statement. We concluded this after we received feedback from service users, relatives, / carers, staff and stakeholders; looked at the relevant records and observed staff supporting and caring for service users.

There was a very strong commitment to supporting the participation of service users and their relatives / carers in all aspects of the service. There was very effective communication with the relatives / carers in particular, which ensured that the support being provided was purposeful and meaningful for all concerned.

We saw that service users and relatives / carers rights' to be involved in discussing and agreeing care, support and everyday needs was valued and respected by the staff team. Each service user and relatives / carers were involved in a thorough assessment process prior to starting the service. The methods used to achieve active involvement from thereon in were very well established and included a monthly newsletter which detailed information and activities for service users and relatives / carers, carers lunches, carers coffee mornings, informative service handbook, informative website, dementia cafe, a 'carers' week and an 'open door' approach from the manager and the staff team. The handbook, in particular, gave very helpful and comprehensive information about the service, dementia, medication management, confidentiality, carers services, management and contact details for other agencies. There was informal discussion and consultation on a very regular basis with relatives and carers to assist with any concerns and support their ongoing role. All of this evidenced an inclusive and person centred service which was extremely well thought of by both service users and their relatives / carers and other stakeholders.

The evidence we found showed that the outcomes experienced by service users and their relatives/carers were of a very high standard. These high levels of performance had been maintained and this was supported by comments from service users and relatives/carers who told us that they had been involved in discussions and developments such as a fund-raising coffee morning, aromatherapy clinic and education programmes for carers. All of this showed an ongoing commitment to engage with service users and relatives/carers in a meaningful way. A particular example of recent innovative participation was during Carers Week in June where carers were invited to see a play that looked at the subject of dementia and alzheimers disease. A lunch was provided and carers were then given the opportunity to speak with service providers working in the field of dementia in East Renfrewshire.

We sampled support plans to look at the level of consultation with service users and relatives/carers. The plans we looked at included a very good level of information about needs, choices and individual preferences. This supported an approach that informed and guided staff to provide care and support to service users in line with their wishes. We also saw that review meetings were taking place, involving other agencies where appropriate, so that the care and support of service users was being discussed and updated as required.

We saw that the service was good at helping service users enjoy specific dates and events such as birthdays and other significant celebrations. These were discussed with service users and relatives/carers so they could make suggestions and feel as involved as they wished and at their pace. There was written and pictorial evidence we saw which showed us the enjoyment that service users and relatives/carers got from these events.

We were told that the manager and the day care co-ordinator had an 'open door' policy and this meant that relatives/carers could speak with them when they wanted to. Relatives/carers told us that they appreciated this approach as it meant they could discuss an issue without waiting for a formal meeting. They felt supported and reassured with this quick response.

Policies had been written outlining the way that service users and relatives/carers would be encouraged and supported to become involved in the delivery and ongoing development of the service. It was also stated how this approach would be evaluated and how often.

Questionnaires were issued to service users and relatives/carers on a regular basis. The feedback received was being looked at to see how happy people were and to identify any areas for improvement. The staff also looked at feedback through letters, visits, formal meetings and informal gatherings to assess where the service could be improved. This was then discussed at regular staff meetings and action plans devised and implemented.

There was a formal complaints procedure in place and a system to log and manage any complaints received. Service users and relatives/carers knew what to do if they had any issues or concerns and told us that staff were approachable and responsive. The service participated in a 'Service User and Carer Consultation' in 2011. This was led by East Renfrewshire CHCP and facilitated by a local Advocacy Project. This consultation involved meeting with service users and relatives/carers over a period of 5 weeks and looking at areas such as social interaction, staff support, meal provision and activities and mental stimulation. In the summary of the report following the consultation it states 'Service users and carers spoke very highly of the service.' We also found that action had been taken to promote the active engagement of service users and relatives/carers in assessing and improving the quality of other aspects of the service such as the environment, staffing and the way the service was managed. This was in line with the overall ethos of the staff team where excellent efforts were made to consult and engage with service users and relatives/carers at all times.

Areas for improvement

The service, by working closely with service users and relatives/carers and other stakeholders, will continue to encourage independence and seek to provide a holistic, personalised service to all that use their facilities. The staff group will continue to consult on all aspects of the service to ensure these excellent standards are maintained and where possible, further developed.

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 this service had performed to an excellent standard in the areas covered by this statement. We concluded this after we received feedback from service users, relatives, /carers, staff and stakeholders; looked at the relevant records and observed staff supporting and caring for service users.

Service users spoken with commented very positively about the care and support provided by Age Concern. They told us they felt safe, secure and well cared for. Relatives/carers also shared these views in the feedback we received.

Throughout our time in the centre we observed a calm and relaxed atmosphere with humourous, kind and respectful interaction between staff and service users. Staff knew the service users very well and their were daily meetings before the service users arrived to discuss the day ahead and any concerns.

The management and staff team demonstrated an excellent level of knowledge of the care and support needs of the service users. The practice observed during the days of inspection was professional, responsive and caring. It was evident that staff knew the service users well and they were comfortable asking for assistance. Staff were also observed to be very responsive and pro-active in supporting service users who were unable to express themselves verbally. This meant that their care needs were responded to efficiently and discreetly.

We sampled support plans for people using the service. The support plan was split into two sections (CP1 and CP2). The CP1 detailed the initial admission and assessment information, any needs and requirements and identified any risks. The CP2 contained the day to day information such as communication with carers, keyworking recordings, review meetings and decisions and daily recordings of how the service users was during their time at the centre and what they got out of being there. The plans we sampled had detailed background information which included the person's likes, dislikes and personal preferences. Information about the service user's preferred method of communication was given to help staff understand and respond to individual's needs. Detailed risk assessments were in place and regularly reviewed to make sure people with specific needs such as mobility or nutrition were being properly supported. Diet and fluid intake was closely monitored and guidance information included in plans, for example, for any service user with a nutritional concern. The daily notes we sampled gave excellent evidence of the person centred approach of staff and offered a lovely insight into what the service user had done that day what they had enjoyed or participated in. Reviews of the care and support were undertaken regularly and gave a very good evaluation about each service users progress.

Each service user had a key worker with whom they or their relative/carer communicated with regularly to assess progress and ensure that the service was meeting their particular needs. The keyworker would call the carer formally on a monthly basis for an update or discuss any concerns. This was outwith the regular, informal contact which took place. Staff would use a variety of social media such as e-mail and texting to keep in touch with carers. This ensured that carers were kept in touch regarding their relatives in a way that suited them best as many carers were at work during the day.

We saw specific information about relevant health care needs within the care plans and how the individual was supported with that need. The support plans included risk assessments and identified areas of specific concern. Service users could also be supported with personal care needs, such as showering, podiatry and hairdressing, if required. Staff had a very good knowledge of the local community health care supports and there was excellent evidence of the communication made between them, relatives and carers and health care professionals to support the health needs of the service users.

We discussed the management of medication within the service. Staff spoken with regarding medication management had a very good level of understanding of the systems in place to support service users with their medication whilst attending the centre.

We joined service users for lunch and they told us how much they enjoyed having company, making friends, loved the staff and activities, and looked forward to their meals which they thought were very good. We observed people who required support and encouragement to eat being attended to by staff. This was done in a patient and respectful manner. The meal served on the day of our inspection was of a very good quality and service users enjoyed their meal. One staff member, in particular, had specialist knowledge of the nutritional needs of service users and, in discussion, was very aware of the food and fluid needs of people with dementia and how they should be best supported to enjoy their meals. We were told that there were range of activities and events for people to take part in, these included one to one and group activities and outings to local amenities. We saw photographs and pictorial displays. The service used the choices and preferences expressed by service users to plan activities and events. During our visit we saw residents enjoying music, participating in a scottish word activity and enjoying the garden. The scottish word activity was a pleasure to observe as staff were skilled in engaging with service users to discuss what they knew and share their memories with others. Service users were enthusiastic and clearly enjoyed the activity. The service was very supportive of the relatives/carers. They offered a free stress clinic with relaxing therapies on offer and they held regular coffee mornings, drop-in sessions and carers meetings. These played a crucial part in supporting carers to cope with taking care of a loved

one with dementia at home. Carers told us that the support was a 'god send' and 'I could not cope if I did not get the support for myself as well.'

There was one recommendation made at the last inspection:-

1. The service should develop a risk management plan that can be used for service users who are at high risk of harm.

We sampled support plans where high risks such as nutrition or mobility had been identified,. We were satisfied that the service had a robust and accountable system in place to assess and support risks. This recommendation has been met.

Areas for improvement

The manager and staff team work hard to ensure a quality service is delivered and will continue to work closely with the families of people who attend to ensure that service users enjoy a stimulating and varied range of activities and outings.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 - Excellent

Statement 1

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

Service strengths

We found this service had performed to an excellent standard in the areas covered by this statement. We concluded this after we received feedback from service users, relatives, /carers, staff and stakeholders; looked at the relevant records and observed staff supporting and caring for service users.

See Quality Statement 1.1 for the main body of evidence.

Service users and relatives/carers were regularly consulted on the environment within the centre and their views were very much listened to. The centre was fully refurbished a few years ago and service users and relatives/carers were fully consulted throughout this process. Any day to day changes with the centre now are discussed and a consensus of opinion is reached on items such as soft furnishings or equipment.

Areas for improvement

See Quality Statement 1.1

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 this service had performed to an excellent standard in the areas covered by this statement. We concluded this after we received feedback from service users, relatives, /carers, staff and stakeholders; looked at the relevant records and observed staff supporting and caring for service users.

We found the centre to be warm, comfortable, safe and free of any hazards during our visit. There was a door entry system and visitors were asked to sign in at the door. Feedback received from service users and carers relatives was that the centre was 'lovely', 'safe' and 'inviting.'

Within the centre there were several rooms which were used by service users. This ensured that there was plenty space for service users to enjoy a variety of activities but also space if a service user needed some privacy. There had been a conscious decision not to have televisions in the centre and this led to a more peaceful environment which was appreciated by the service users and allowed staff to engage with service users in a more meaningful way. There was a very good level of staffing to assist service users with their support needs or in whatever activity they wished to participate in. Robust risk assessments were in place for service users to help keep them safe and these were regularly reviewed.

Regular risk assessments of the building and surrounding area were carried out and the manager and staff closely monitored all areas to ensure a safe environment was maintained. Fire authority and local authority environmental health checks were also carried out regularly to ensure the building was safe and free from infection. Staff did the cleaning and ensured that the centre was clean and fresh. They had the appropriate infection control training.

The service had systems, processes and records in place to ensure that all necessary environmental work was carried out and actions plans put in place to address any areas of concern. A Public Liability Insurance Certificate was in place and accident and incident records were maintained.

Staff told us that they were very much aware of their responsibility to protect service users from harm. They would have no qualms about 'raising the alarm' if they had any concern about the safety and well-being of a service user. This reassured us that staff were pro-active in understanding their role in keeping vulnerable people safe.

Staff received training to support the safety and well-being of the people who used the service. Staff told us that they had undertaken training in 1st Aid, Food Hygiene

and Adult Protection training and these were updated when required. This ensured that staff skills and knowledge were being supported by best practice guidance.

Areas for improvement

The manager will continue to work closely with her staff team to ensure that a safe environment is provided and service users and visitors are protected at all times.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

Statement 1

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

Service strengths

We found this service had performed to an excellent standard in the areas covered by this statement. We concluded this after we received feedback from service users, relatives, /carers, staff and stakeholders; looked at the relevant records and observed staff supporting and caring for service users.

See Quality Statement 1.1 for the main body of evidence.

Relatives and carers were encouraged to be involved in the recruitment of staff.

Regular service user and carer meetings and surveys provided regular opportunities to comment on the quality of staff. Reviews provided another opportunity to comment.

The service had a very stable staff group and recruitment of new staff did not happen very often. When vacancies have arisen people, carers participated fully in the interview and recruitment process.

Areas for improvement

See Quality Statement 1.1

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 this service had performed to an excellent standard in the areas covered by this statement. We concluded this after we received feedback from service users, relatives, /carers, staff and stakeholders; looked at the relevant records and observed staff supporting and caring for service users.

We spoke with staff and found them to be very motivated, caring and knowledgeable about the needs of service users. They were also empathetic and supportive towards the relatives and carers. They appreciated that an important part of their role was to support the carers to care for their loved one with dementia. We were told that morale was 'very good' and that they 'enjoyed working here', 'I love my job' and 'I go home with a smile.' They also told us that they received very good training opportunities and they felt equipped to do their job. We found that there had been little staff movement which meant a consistent group of staff was available to support service users. Staff sickness levels were also low. This ensured that service users and carers became familiar with the staff who were supporting them.

We saw that the staff approach to residents was caring, polite, respectful and humorous. The service users responded positively to this attitude. Staff demonstrated an excellent knowledge of individual preferences and promoted independence where they could. We also saw that staff 'went over and above' for the service users, often using their own time to buy or source items or activities which would engage a particular service user. Examples of this were a staff member buying plants and pots for a service user who loved to garden and another staff member sourcing magazines and information on the Tour De France for a service user who expressed an interest in cycling.

Staff spoken with during the inspection visit confirmed that they were able to discuss issues with the management team and felt listened to and that any concerns were actioned. They described the manager as 'very approachable' and 'she is well thought of'. They stated that they found the day care co-ordinator to be 'very approachable' and 'she knows what is going on'. Staff commented that they felt very well supported in their role by the manager and the day care co-ordinator. We observed that staff worked very well as a team and offered an excellent level of support to one another. Staff told us they received daily informal support and regular formal supervision which they found to be very helpful. This ensured that any areas of concern were addressed and resolved quickly. Staff were also the subject of a 6 monthly appraisal system which they told us they found helpful as it gave them the opportunity to reflect on their practice. Staff were encouraged to develop their keyworking role to support effective communication between the service and service users and their carers.

It was expected that staff would have a 'specialism' and they would be supported to gain knowledge and training in that specialism. We spoke with staff who had developed very good knowledge in areas such as nutrition, 1st aid or choking. These staff members would keep their knowledge and skills up to date and support staff with their practice in that area. All staff were working through the Best Practice in Dementia Care pack. A member of staff had attended a training course at Stirling University on the pack and was supporting staff to complete their own training in the centre. This ensured that the service was at the forefront of best practice in the field of working with people with dementia.

The centre had no identified training budget therefore they were innovative in sourcing good training opportunities for staff. They linked with the local authority, C.P.N. service. The Red Cross and Stirling University for example. The training delivered was relevant and to a high standard. The service would reciprocate where they could and offer their expertise and knowledge in working with people with dementia to other agencies. As a registered charity they were able to access some training for free. Staff were in the process of completing a 'personal development plan' which would show the training they had done and the training required. This information would then be collated and used to draw up the training plan for the next year. Throughout this process each staff member would complete their own record of achievement which gave information on the course attended and ask what the training had done to 'contribute to your professional development and inform your practice.'

Staff were encouraged to mentor students who came to the service on placement. They told us that they enjoyed this challenge and they felt it developed their supervisory and leadership skills.

There was evidence that a high level of care staff had either completed or were completing the qualifications required in order to register with the Scottish Social Service Council. This ensured that service users were being supported by well trained and professionally registered staff.

We were very impressed by the high level of commitment staff demonstrated towards the people who attended and their carers. The feedback we received regarding the staff was very positive and it was evident during our inspection visit that staff gained a lot of pleasure from their job.

The service was awarded Gold for Investors in People in 2012.

Areas for improvement

The service will continue to support staff to keep up their specialist knowledge and skills and ensure that the training plan is co-ordinated at the end of the year.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

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

We found this service had performed to an excellent standard in the areas covered by this statement. We concluded this after we received feedback from service users, relatives, /carers, staff and stakeholders; looked at the relevant records and observed staff supporting and caring for service users.

See Quality Statement 1.1 for the main body of evidence.

The regular surveys carried out by the service and feedback received indicated very high levels of satisfaction concerning the management and leadership of the service.

Carers met monthly and the manager heard first hand their views on the range of services being provided and could act quickly on any concerns.

We observed the management team spending time with people in the centre, through involvement in activities, one to one conversations and helping keeping people safe as they moved around the centre. Service users were very relaxed and at ease with staff and management.

Areas for improvement

The service will continue to promote the involvement of service users, relatives and carers and other stakeholders in the management and leadership of the service and wherever possible to act on the feedback they receive.

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 this service had performed to an excellent standard in the areas covered by this statement. We concluded this after we received feedback from service users, relatives, /carers, staff and stakeholders; looked at the relevant records and observed staff supporting and caring for service users.

We found that the management team provided strong and effective leadership. They were visible, readily accessible and had frequent contact with service users and their carers. The feedback we received showed that service users and relatives/carers were very happy with the quality of the overall service and said that they had formed positive relationships with the staff team and found the management team to be responsive and approachable.

We concluded that there was an effective approach to quality assurance across the service given the positive levels of satisfaction amongst service users and their relatives and the excellent standards of performance being maintained. The service continued to assure quality through a variety of ways:-

- Daily staff meetings to discuss the day ahead.
- Weekly staff meetings to inform staff and discuss issues and developments.
- In house audits undertaken by the management team i.e. support plan information.
- Regular meetings with relatives/carers.
- Quarterly Board meetings to ensure that all trustees are updated and aware of all aspects of the centre, where appropriate.
- Public and invited events to engage with service users and relatives/carers and all other stakeholders.
- Feedback from service users and relatives/carers, stakeholders, CHCP staff, colleges, local elected members which was discussed regularly and actioned where required.
- Feedback questionnaire when students have concluded a placement.
- Monitoring from the local authority.
- Full participation in the Care Inspectorate inspection process.
- Inspection by the Office of the Scottish Charity Regulator (OSCR)
- Investors in People recent Gold Award.
- Quarterly accounts inspection with the local authority.
- Annual Audit of company records undertaken by an independent auditor.

- Application to award bodies. The service has submitted an application to Scotlands Dementia Awards and are awaiting the outcome.
- Participating in consultation and benchmarking processes with other agencies such as Alzheimer Scotland.
- Published articles and features in magazines such as Advantage - Age Scotlands magazine. The article identified the service as 'an essential and high quality service for people with dementia and their carers in the community.'

We found that the day to day running of the service had been very well managed. Staff had individual responsibilities and were accountable for making sure that specific aspects of the service were properly organised. We also found that communication and reporting systems were effective across all departments which supported the smooth running of the service and promoted excellent, safe care for service users. The manager maintained up-to-date information on all key aspects of the service's operations to ensure she had an overview of all service activities and responsibilities. In this way staff performance was also closely monitored.

We met with two Board members who both had personal experience of either using or managing services for older people. They told us they gave of their time on a voluntary basis and were happy to do this to support the work of the centre. The Board were pro-active in discussing any concerns about the service and were also a key part of developing the service. They would question and challenge, but also support the manager to ensure that all decisions were being made in the best interests of the service users. It was evident that there was a very positive, professional relationship between the Board and the management team. This ensured that there was transparency and a professional decision making process at Board and managerial level.

Suitable policies and procedures were in place and these had been reviewed as required. Staff were aware of the policies and how they informed their practice.

When this inspection was announced, both carers and stakeholders were eager to give us feedback regarding their views about the service. Carers took time to contact us by e-mail.

The service was aware of their responsibility to send the required Notifications to the Care Inspectorate.

We received feedback from stakeholders and their comments were as follows:-

Social Worker

'I have found the service a valuable and significant resource for both the service user and their carer and this is reflected in the internal reviews which I attend on a regular

basis. The resources are excellent in terms of the personnel who provide compassionate and sensitive care and support through the use of personal centred and flexible practices. I find the environment is commodious to the needs of the service users in terms of the building design and the atmosphere always appears to have a warm aura.'

Health Professional

'I have had the pleasure of working in partnership with the staff at the centre for many years. The staff enthusiasm and ability to think about all people who attend as individuals make the service unique.the service is perfect for people with dementia, the environment is essential and positive. The service delivers an excellent standard of care. The service is pro active in offering services suitable to each individual who attends. Carers note a significant benefit from the resources available.'

Health Professional

'Myself and the team feel that the support has been exceptional. We would like to thank you and the staff team for their professionalism, dedication and support to people and their carers with dementia. Your services have been invaluable to our client group and we very much appreciate all your hard work.'

Consultant Psychiatrist

'The service is an exceptional facility. It's homely layout and ambiance coupled with the personalised and caring nature of the staff provides socialisation and support in a manner that sets it apart. This service is an invaluable resource and the staffs relaxed and helpful approach would indicate that they are well supported and they are highly motivated and well led.'

Areas for improvement

The service has been assessed as operating at an excellent level for all Quality Statements examined during this inspection. The manager and the staff team were committed to working hard to maintain that level of performance and to delivering quality services to people with dementia and their carers in the East Renfrewshire area.

The manager will ensure that the next self assessment fully reflects the excellent service provided, in full consultation with service users and their carers.

Grade awarded for this statement: 6 - Excellent

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

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 - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Environment - 6 - Excellent	
Statement 1	6 - Excellent
Statement 2	6 - Excellent
Quality of Staffing - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Management and Leadership - 6 - Excellent	
Statement 1	6 - Excellent
Statement 4	6 - Excellent

6 Inspection and grading history

Date	Type	Gradings	
4 Jun 2010	Announced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
24 Jun 2009	Announced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
3 Jul 2008	Announced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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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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