

Report To: Community Health & Care Partnership Sub Committee **Date:** 29th August 2013

Report By: Brian Moore
Corporate Director
Inverclyde Community Health & Care Partnership **Report No:**
CHCP/46/2013/BC

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Head of Health & Community Care
Inverclyde Community Health & Care Partnership **Contact No:** 01475 715387

Subject: INSPECTION OF INVERCLYDE CHCP'S DAY SERVICES FOR OLDER PEOPLE

1.0 PURPOSE

- 1.1 To advise members of the outcome of the inspection conducted by the Care Inspectorate in relation to Inverclyde Older People's Day Services based at the Hillend Centre.

2.0 SUMMARY

- 2.1 The Care Inspectorate carried out an unannounced inspection of day services on 23 January 2013.
- 2.2 The service received an overall grade 5 Very Good for Quality of Care and Support, grade 6 Excellent for the Quality of Environment, grade 5 Very Good for Quality of Staffing and grade 5 Very Good for Quality of Management and Leadership.

3.0 RECOMMENDATIONS

- 3.1 To note the high standard achieved by day services and Inverclyde's on-going commitment to continuous improvement.

To note that there will be a review of all older people's day services within Inverclyde to look at providing a spectrum of care that can support people with varying needs.

Brian Moore
Corporate Director
Inverclyde Community Health & Care Partnership

4.0 BACKGROUND

- 4.1 Inverclyde Day Services provide 28 full day places Monday to Friday based at the Hillend Centre. In addition the service provides 165 places per week through small group provision within various locations throughout Inverclyde.
- 4.2 An unannounced inspection was carried out on 23 January 2013.
- 4.3 The Care Inspectorate completed a low intensity inspection which reflects that they are satisfied that the service works hard to provide consistently high standards of care. The inspection included consultation with service users, carers and members of staff.
- 4.4 The report recognised the service has a strong focus on encouraging active participation of service users in helping the service to develop and it commented on excellent interaction between service users and staff. It commented positively that the service seeks to promote service users independence as much as possible while keeping people safe. It also noted staff work with other services to provide a holistic approach and staff were observed to provide a very caring environment in which everyone is treated with dignity and respect.
- 4.5 There were no recommendations or requirements in the report.
- 4.6 The following areas for development were highlighted:

Centre staff are currently receiving training in person centered recording which should improve the overall quality of recording. Some of the recordings examined were quite basic.

Works to the exterior of the building were ongoing to give a fresh uplift. Centre management will continue with regular liaison with building staff to ensure there are no hazards.

The service will continue to offer regular opportunities for people using the service to provide feedback and put forward suggestions for any further improvements.

The service continually reviews their training and development programme to ensure that the SSSC requirements are met.

5.0 PROPOSALS

- 5.1 Inverclyde CHCP will continue to strive to further improve older people's day services. The service will be part of the review of day services across Inverclyde throughout 2013/14.

6.0 IMPLICATIONS

- 6.1 Legal: None
- 6.2 Finance:

There are no financial implications in respect of this report.

Cost Centre	Budget Heading	Budget Year	Proposed Spend this Report	Virement From	Other Comments

6.3 Personnel: None

6.4 Equalities: None

6.5 Repopulation: None

7.0 LIST OF BACKGROUND PAPERS

7.1 Care Inspectorate Report

Care service inspection report

Inverclyde Day Services Support Service Without Care at Home

Hillend Centre
2 East Crawford Street
Greenock
PA15 2BT
Telephone: 01475 715959

Inspected by: Marjorie Bain

Type of inspection: Unannounced

Inspection completed on: 23 January 2013

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Service provided by:

Inverclyde Council

Service provider number:

SP2003000212

Care service number:

CS2003001082

Contact details for the inspector who inspected this service:

Marjorie Bain

Telephone 0141 843 6840

Email enquiries@careinspectorate.com

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	6	Excellent
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

This is a service that seeks to promote service user independence as much as is possible while at the same time keeping everyone safe. Service users and their families are offered a range of opportunities to comment on and become involved in the further development of the service.

What the service could do better

Staff are currently undertaking in person centred recording to improve in their daily recordings; review reports and minute taking.

What the service has done since the last inspection

The service has been making a number of improvements to the internal and external areas of the building.

Conclusion

This is a service whose staff works effectively with other local authority social work services to ensure a holistic approach to assessment and service delivery. Staff were observed to have provided a very caring environment in which everyone is treated with dignity and respect and the opinions of people who attend and their families is welcomed and valued.

Who did this inspection

Marjorie Bain

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.scswis.com.

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

Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, 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 based on best practice or the National Care Standards.

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

Managed by Inverclyde Council Social Work Services, Inverclyde Day Services registered with the Care Commission in 2008 to provide activities and companionship to, primarily, elderly people.

The service is run from Hillend House in Greenock. This provides a base for a Day Centre for a maximum of 27 people per day. In addition activities are provided to small groups of people in the community. People can and do attend at more than one location.

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 6 - Excellent
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

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.

We visited the service on 23 January between the hours of 10:00 and 18:00

As requested the service completed and returned an annual return and a self assessment form.

We issued 60 Care Standards Questionnaires to people who use the service and their families and 47 (78%) were returned prior to the inspection.

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

Certificate of
Registration
Public Liability Insurance Certificate
Annual
Return
Self Assessment
Care Standards Questionnaires completed by people using service (47)
Participation Proforma
Quality Assurance Policy
Service Users Hand Book
Service Newsletter (3)
Inverclyde Community Care Forum Newsletter
Service Customer Feedback surveys; analysis; and related action plans
Outings Evaluations
Minutes of Service User Focus Group
Meetings
Minute of Activities Meeting (inter agency 21 January 2013)
Information regarding social work Reablement Initiative
Weekly support plan audits
Minutes of Staff Meetings (7)
Inspected the internal and external areas of the centre

Observed how staff worked

Met people who use the service (8)

Met with the manager; senior day care officer (2); day care officer; assistant resource worker; and cook

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

There were no requirements or recommendations made at the last inspection.

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 provider identified what they thought they did well, some areas for development and any changes they planned. The service 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

The views of people who use the service have been included under the relevant Quality Statement within this report. The main issue for people was the lack of understanding of service and Care Inspector complaints procedures (7). Surprisingly two people disagreed that they were asked for their opinions about how the service can improve. The service provided significant information about how they consulted with people and gave examples of feedback received and how they had acted upon the views given.

Taking carers' views into account

The family members who completed Care Standard Questionnaires on behalf of their relative were highly complimentary about the service and their views have been included under the relevant Quality Statement within this report.

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

The service was found to be operating at an excellent level for this Quality Statement.

People seeking to access the service are visited at home to be assessed. Management take with them a copy of the service user handbook and centre photo album which helps people visualise what attendance at the centre might be like. People are invited to have trial visits before they make their decision about attending on a regular basis.

The service has a strong focus on encouraging active participation in helping the service to develop. Some service users are involved in a community forum that goes out into the community, including sheltered housing, to tell people first hand about what day care can offer. While inspecting a local sheltered housing service people confirmed to us that they had had speakers from the day care service and told us how good it was to hear first hand from the people who actually receive the service themselves.

The service has a monthly newsletter which provides information on: outings; exchange visits with other local care services; speakers and other special events; staff changes; 50/50 draw results; and information about the Care Inspectorate. People using the service and their relatives are actively encouraged to contribute news and items for the newsletter.

Regular two monthly focus group meetings are held on a range of topics related to what day care can offer and seeking new ideas for further improvement.

Everyone who uses the service and their families are actively encouraged to get involved in care inspections. It was clear to us during our inspection that service users had been fully informed that an inspection was due and in discussion demonstrated how knowledgeable they were about our role.

People who responded to our Care Standards Questionnaire told us:

'Brilliant service really happy'

'My mother seems to enjoy attending Hillend Day Care. She has been to several outings and likes these trips'

'I completed this on behalf of my 92 year old mum. She loves her time at Day Care. I cannot praise or thank them enough'

The service has bi monthly focus group discussions and consultations with people using the service to obtain feedback about the quality of service being provided. People are regularly asked to comment on: transport arrangements; meal quality and choice; and range of activities, outings and events provided. Results are collated and fed back to people using the service and their family. Any areas for improvement identified or suggestions received are included in an action plan and the manager oversees and ensures that these are acted upon. Sixty to seventy responses are received during each of these consultation exercises, with one receiving over eighty responses.

Areas for improvement

The service will continue to work hard to ensure that everyone who receives a service and their families have maximum opportunities to become involved in the on-going development of the service.

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

The service was found to be operating at a very good level for this Quality Statement.

Some of the people who attend the service have complex medical needs. We examined three personal plans for people who attend. Each individual had a detailed risk assessment with clear advice provided to staff for people whose mobility was impaired or whose complex health needs involved the use of, for example moving and handling equipment. One of the plans included good information for someone who had non verbal communication to help staff be able to communicate and understand the service user's wishes and preferences. Medication is prompted at appropriate intervals and a daily record kept of each person who has taken their medication. These records are audited on a daily basis by a senior member of staff. People's personal preferences are clearly recorded and plans included the promotion of as much independence as possible while keeping people safe. Reviews are held and the views of the service user and their family member recorded and where necessary action agreed on any areas for improvement.

We observed excellent interaction between service users and staff with two-way banter used to great effect. On occasions the service links with other local care services for activities and outings. We joined some service users for lunch and they told us how caring and supportive staff were, and how much they looked forward to their attendance at the centre. The food was obviously enjoyed and any individual with special dietary needs was catered for and when required assistance offered. Some of the service users have made friends since coming to the centre and support can be provided to assist people to meet outwith the service to go to a local event or out for a meal. It was clear from speaking to some of the people who we met that centre activities formed a large part of their daily life. One person told us how they had previously rarely gone out of their house and now they were out and about a lot and getting more enjoyment from life.

The personal plans examined provided good evidence of inter-agency working with other professionals such as occupational therapy and speech and language for those with special dietary needs. The centre has a room with a bed if anyone attending feels they need to lie down for a while and a chiropody chair for anyone needing their feet treated. There is a very close relationship between the service and the nearby local authority small respite facility. People attending respite are offered and often accept to join in day care activities. On occasions service staff will assist service users wishing to explore alternative housing opportunities such as how to access sheltered housing.

One person we met, described to us in great detail how staff on one occasion had responded to someone who had become very ill while attending the centre. They said staff had been quick to react, sensitive in their dealings with the person to protect their dignity and medical help was summonsed quickly. They told us the person had now made a fully recovery. They frequently referred to staff as 'the ladies' and later explained that this was because in their opinion each member of staff conducted themselves as 'a lady' in all that they did.

People who completed our Care Standards Questionnaire told us:

'The care is excellent and thoughtful'

'I think the service is very individual (name of relative) very happy'

The service is an active member of Inverclyde Community Care Forum, distributing that organisation's newsletter to people who use the service and their families and rigorously promoting how to stay active in later life. There is a very close collaboration with the local authority home care service to ensure services are delivered appropriate to the needs of each individual.

Management audit a sample of personal plans on a regular basis and ensure that staff has up-to-date information and advice about how best to meet the support needs of those attending.

Areas for improvement

Centre staff are currently receiving training in person centred recording which should improve the overall quality of staff daily recordings and minutes of reviews. Some of the recordings we found in the personal plans we examined were quite basic and not sufficiently person centred.

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: 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

The service was found to be operating at an excellent level for this Quality Statement.

Everyone attending the service has a regular opportunity to provide comment on the environment, including meal provision and transport. There is a board in the main dining area which records peoples' suggestions; comments; and actions staff has taken.

When the external local authority social work parking area was being rearranged, following consultation with those attending the centre, two disabled person parking spaces were designated in addition to the area for the centre bus. People had been consulted about new tables and chairs for the dining area and had made choices about pictures, carpets and soft furnishings.

Within the centre there is a small shop facility and staff supports service users to stock and sell items, with any funds raised going towards activities and outings. Service users decide how any money raised is to be spent. While service users enjoy visiting other local care services and receiving them at their centre for joint activities, they have made clear to management that this should be on an occasional basis so as not to interfere with their normal activities which they enjoy. Staff have taken this view into account when arranging inter care service activities.

The service has volunteers who help with the external garden area and service users decide what plants and flowers they wish to have in their garden. Some service users told us they like in the better weather to either sit outside or have the patio doors open which lead out to the garden area to get fresh air.

Service users join in whichever activities they wish during the day of their attendance. We met two men who told us they prefer to sit together in the television lounge to either watch films; read the paper or have a chat and do not wish to join in large scale activities which they consider more noisy and are usually held in the main dining area.

See also Quality Statement 1.1 for service strengths encouraging participation.

Areas for improvement

Works to the external of the building were on-going when we visited to give the building a fresh uplift.

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

The service was found to be operating at an excellent level for this Quality Statement.

We observed people arriving by mini bus and saw how staff guided and supported people into the centre. Seating is available in the entrance area and we saw one person rest there after coming off the bus and then supported by staff were able to progress into the main dining area.

During the inspection we spoke with the cook and examined the kitchen. The cook has a City & Guilds qualification and an intermediate food hygiene certificate. They told us they received regular health and safety advice from the local council and were offered regular training opportunities. We found the kitchen to be spotless; all food stored safely and fridge and freezer temperature records in order. The cook told us they welcomed unannounced inspections and they were confident that their kitchen was always in good order. The kitchen is inspected on a regular basis by the local authority to ensure high standards of food safety and hygiene.

People who are transported to the service by minibus and who are in a wheelchair have included in their personal plan safety advice about using the bus tailgate for entry to and from the vehicle.

There is controlled door entry and doors into the service are alarmed to alert if anyone seeks to leave without notice. There is good external lighting to the building. There are three moving and handling trainers within the staff group who deliver regular training to staff. Each room has pull cord alarms. Corridors; toilet and shower facilities all have handrails to assist people who may be unsteady on their feet. Staff were observed to support people with mobility difficulties between rooms and to toilet facilities. The service has a stair climber to be used in emergency when taking people whom who have stair or lift access to their home. The local authority health and safety inspector visits regularly as does the local fire authority.

A daily record of prompted medications is maintained and audited by senior staff to ensure people took their medication at appropriate times.

Areas for improvement

Centre management will continue to be in regular liaison with building staff, who are currently upgrading the external of the building, to ensure there are no hazards and garden gates, for example, are kept locked to ensure service user safety 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: 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

The service was found to be operating at an excellent level for this Quality Statement.

Service users and their families have regular opportunities to provide feedback about staff and the service being provided. Their views are recorded at reviews; surveys; and focus groups with any suggestions for improvement wherever possible being acted upon. For example, some people stated they would like more notice if their key worker was going on holiday and now this information is provided.

A group of service users form part of a 'meet and greet' of candidates who are attending job interviews. This group then provide feedback to the formal interview panel so that their views can be taken into account when making appointments.

A small sub group of service users had recently been formed and were going to provide input into some staff training events. Focus group meetings had identified that service users place high importance on staff being fully up-to-date with training and had expressed an interest in becoming involved in staff training events. The initial areas for them to become involved will include: moving and handling; fire awareness; and medication training.

Everyone we spoke to during our visit were highly complimentary about staff without being prompted by us and it was clear to us that staff were highly valued by the people using the service.

Some of the people who use the service and their relatives completed our Care Standards Questionnaires told us:

'Very happy with both small group and Hillend staff are excellent'

'I am very satisfied with everything the staff do for me'

'Mum appreciates and looks forward to seeing all the "Girls" '

'I believe staff at Hillend look after my husband very well and he looks forward to going twice a week, it also gives me some time to myself'

'The staff are wonderful and so caring not just to mum but to us as a family'

Areas for improvement

The service will continue to offer regular opportunities for people using the service and their families to provide feedback about staff performance and put forward suggestions for any further improvements.

The service is considering how best to involve service users in staff appraisals.

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

The service was found to be operating at a very good level for this Quality Statement.

The manager has a SVQ4 with a registered manager's award. All senior day care officers have either SVQ2 or SVQ3 and have undertaken professional development award certificates in managing care services. Day care officers have or are in the process of undertaking SVQ2 level training. Three members of staff are moving and handling trainers. The service's training programme is overseen by the local authority social work training officer. All staff have a Continuing Professional Development Plan and training is always discussed during annual appraisals. Supervision is regular and staff have regular formal and informal opportunities to meet with senior staff to discuss their professional and service development. Staff we met were very complimentary about their line managers describing them as being very supportive.

Several staff have been supported to undertake additional training qualifications; much of which is undertaken in their own time; and have achieved awards in areas such as equality & diversity; health for life; and dementia. Specialist training has also organised in stoma care and prevention of suicide with other training provided organised if it is deemed necessary to meet the care needs of those attending the centre.

Training in dementia; working with people with challenging behaviour; moving and handling; fire awareness; first aid; and protection of vulnerable adults is mandatory for all staff and training is updated on a regular basis.

The local authority's Reablement Initiative seeks to achieve best practice in all that they do and the National Care Standards are used as a benchmark against which service performance is measured to ensure continual improvement.

This is a very stable staff team and all of the staff on occasions gives up their free time to organise events on evenings and at weekends.

All the staff we met with demonstrated a high level of commitment to wanting to provide a varied and pleasurable experience for service users. One staff member told us:

'I come to work to make a difference'

On the day of our visit it was clear to us that service staff has created a warm, sensitive and vibrant atmosphere for all who attend and provide support to families when and as required.

Areas for improvement

The service continually reviews their training and development programme for staff to ensure that the requirements of SSSC are always met or exceeded.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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

The service was found to be operating at a very good level for this Quality Statement.

We did not examine this particular Quality Statement in depth during this inspection.

The service offers people who use the service and their families a variety of ways to provide feedback about the quality of service provided including having input into the self assessment for this inspection. See Quality Statements 1.1; 2.1; and 3.1; for evidence of strengths.

The service is currently working with the service user group to explore their role in providing comment and feedback on quality assurance issues. As part of the local authority Reablement Initiative it is intended that the service will seek to ensure that service users can have input into every aspect of the service's activities. To date this has included having input into staff training; commenting on meal quality, activities and outings; and doing outreach work. The outreach work helps publicise the work of the service and find out from older people living in the community the type of services which would assist them to remain as active and independent as possible within their own communities. This feedback from people who are not yet accessing day care facilities helps the service target its resources to have the greatest impact for older people.

Senior day care officers have a very hand-on approach to delivering the day to day activities overseen by the manager.

Comments made by those who completed our Care Standards Questionnaire included:

'Good service'

'The quality of care my mother receives at Hillend is second to none. I am regularly invited to attend reviews to ensure her needs are being met. Staff also contact me if they have any concerns about my mother outwith review times'

Areas for improvement

The service anticipates that as the Reablement Initiative further develops that service users and their families will play an increasing role in influencing the direction of the management and leadership of the service.

Grade awarded for this statement: 5 - Very Good

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

The service was found to be operating at a very good level for this Quality Statement.

The service employs a variety of processes to help it ensure a quality service is being delivered. These include: daily safety checks; auditing of accidents and incidents; weekly sample audit of support plans; medication prompting daily records; and most important of all regular focus groups involving people using the service to hear first hand their views about service quality and range of activities being offered. In addition the local authority undertake regular inspections of the kitchen and cooking facilities to ensure the highest standards of hygiene and infection control are being maintained.

The fire authority undertakes regular inspections of the building.

The service has excellent links with other local authority social work services and NHS colleagues to ensure a holistic approach to assessment and service delivery is achieved. In this way the service plays an important role helping to minimise hospital admissions and help people remain within their own homes.

In response to service user feedback, staff supports a number of people to be involved in activities and outings on evenings and weekends. It was clear from some of the people we met that this wide range of activities had enriched their lives and many new friendships had been made resulting in people feeling less isolated.

The service has close links with the local Community Forum and a variety of other local voluntary organisations to help ensure that information about other services is brought to the attentions of people who use the day centre.

Service users have had the opportunity via their focus groups and their involvement in the Community Forum to provide comment on all key local authority policies. Since the last inspection some service users had met with the local Provost to provide feedback about the services being delivered.

Areas for improvement

The service expects to make more progress in the coming year to be able to evidence that people who attend the centre and their families are able to influence all aspects of how the service is delivered.

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

There was 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 SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership 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 - 6 - Excellent

Statement 1 6 -

Excellent Statement 2 6 -

Excellent 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 5 - Very Good

Statement 4 5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
19 Oct 2010	Announced	Care and support 6 - Excellent Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
28 Oct 2009	Announced	Care and support 6 - Excellent Environment Not Assessed Staffing 4 - Good Management and Leadership Not Assessed
25 Nov 2008	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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

This inspection report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسد یم ونابز رگید روا ولکش رگید رپ شرازگ تعاشا ہی

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