

Inspection report

Johnstone Day Centre Support Service

21 Walkinshaw Street
JOHNSTONE PA5 8AH

Inspected by: Marie Mckerry
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 8 April 2008

Service Number

CS2003017648

Service name

Johnstone Day Centre

Service address21 Walkinshaw Street
JOHNSTONE PA5 8AH**Provider Number**

SP2003003388

Provider Name

Renfrewshire Council

Inspected ByMarie Mckerry
Care Commission Officer**Inspection Type**

Announced

Inspection Completed

8 April 2008

Period since last inspection

9 months

Local Office AddressCare Commission Office
4th Floor
1 Smithhills Street
Paisley
PA1 1EB
Tel: 0141 843 4237
Fax: 0141 843 4289

Introduction

Johnstone Day Centre is managed by Renfrewshire Council and was purpose built to provide day care for a maximum of 32 older people per day. The service operates seven days per week. Attendance by service users varies and a total of 110 people currently use the facility which is adjacent to a very sheltered housing complex. The Centre is bright and welcoming. There is a dining area; a choice of lounge areas; a shop; hairdressing salon; a treatment room for visiting staff and a reception area. There are also attractive, enclosed gardens which service users enjoy. The Centre holds the Charter Mark Award for excellence.

The aims of the Centre include: "To provide a service which promotes social inclusion and independence. We will offer support, guidance and opportunities to help you reach your full potential."

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

Quality of Care and Support – grade 4, good.

Quality of Environment – grade 4, good.

Quality of Staffing – grade 3, adequate.

Quality of Leadership and Management – grade 3, adequate.

This inspection report and grades represent the Care Commission's 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. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

Before the Inspection

The announced inspection took place on 8 April 2008 between 10.00hrs and 16.00hrs.

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission

Views of service users

Questionnaires were not issued before the inspection.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a medium RSA score and so a medium intensity inspection was required. The inspection was based on the relevant inspection Focus Area and associated National Care Standards, recommendations and requirements

from previous inspections, complaints or other regulatory activity. This will include a sample/grade of a service user quality statement from each Quality Theme and a sample/grade of Inspection Focus Areas or an additional Quality Statement (chosen by the CCO) in each Theme.

This inspection was based upon the recommendations made at the last inspection on 3 July 2007/08

During the inspection process

Staff at inspection

The inspection was conducted by two Officers from the Care Commission John Browne and Marie McKerry.

Discussions were conducted with 3 Day Care Officers, 1 senior Day Care Officer and the Manager.

Evidence

Evidence was gathered from a number of other sources:

Staff practices & mealtime were observed.

Observation of the environment.

Discussions with 18 service user

Discussions with 1 family carer

Discussions conducted 4 staff

A review of a range of policies, procedures, records and other documentation, including:

Newsletter

Introductory handbook

Operation plan

Service user support plans and individual risk assessments

Minutes of carers meeting

Service user and carer surveys

Complaints information

Staff duty rota

Staff training and induction information,

policies and procedures including: infection control, the protection of vulnerable adults and child protection.

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

The Care Commission has developed four Quality Themes to divide service quality into issues that concern service users and carers. Each Quality Theme is made up of a number of Quality Statements and both the themes and statements reflect the National Care Standards for Support Services. The inspection Focus Area for this inspection was:

Notifications to the Scottish Social Services Council (SSSC).

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

<http://www.carecommission.com/>

Fire Safety Issues

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

responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements since last Inspection

The Care Commission received an action plan from the service detailing how it would meet the requirements/recommendations arising from the last inspection.

Comments on Self Assessment

The Manager completed a self-assessment with identifying evidence against each Quality Statement and Quality Theme. This information was sampled and used during the inspection process.

The service identified its strengths. The service was aware of the need to further develop its approach to involving staff, service users and carers in the self-assessment process for inspection purposes. CCO's were confident that such a development would fit into the current philosophy of the service.

View of Service Users

Eighteen service user's spoke with Officers and commented favourably about the service:

"It's great. Nothing to beat it. It's a good atmosphere."

"It's a great place. The meat is good. Staff are awful good."

"It takes you out and keeps us occupied. The food is alright most of the time. It depends on your taste."

"It's good. There are usually things on. The food is lovely. The staff are awful good."

"It's quite good. Staff are OK."

"There's nothing I dislike. I don't know about a keyworker but I could speak to anyone of them. If there is anything then they talk to us."

"They ask what you like to do. I've never been to a meeting. I don't know about care plans. The food is very nice. Staff are good."

"I like the company. The food is alright. Staff are very helpful. It would be good if they had a snooker table."

"I don't go to meetings but they give us slips to fill in about the food. I don't have a keyworker. I'm not sure about a care plan."

"I'm quite happy. They are a good crowd."

"I like the meals. The staff are brilliant. I mostly read."

View of Carers

The service was aware of the need to develop its approach to involving family carers in evaluation and the inspection process. One family member spoke to Officers and was complimentary about the service provided:

“If someone is on their own it’s a place to meet people. She loves it and I couldn’t praise it enough. The staff are brilliant. My mum says the food is brilliant although I couldn’t say. I came to the review. I get a newsletter to tell me what’s happening.”

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 4 - 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

Service users confirmed that they were consulted about individual support and care needs on a daily basis.

Service users confirmed that staff promote equality and treated them as individuals.

Quality assurance systems were in place which involved service users and carers. These include surveys, mini questionnaires about aspects of the service and a comments and suggestion scheme.

Staff hold daily planning meetings to meet support and care needs.

The operation plan included service user consultation as an objective.

Based on the findings of this inspection, the service has been awarded the following grade:
Quality Statement 1.1 4 - Good

Areas for Development

The Manager was aware that existing systems of quality assurance which include service user and carers in evaluating the service need to be developed further. For example, while it was recognised that opportunities were provided to comment on the service it was unclear how this information influenced decisions.

A strategy to facilitate service user and family involvement was not available.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We use a range of communication methods to ensure we meet the needs of service users.

Service Strengths

Service users confirmed that they were encouraged to express their views.

A keyworker system was used to improve and maintain communication.

Personal plans were comprehensive. Plans were well organised and covered aspects of communication needs. These were reviewed on a regular basis.

There was evidence of staff, service user and carer meetings.

A Newsletter was available.

A notice board displayed information which included Care Commission complaints procedure and advocacy information.

Robust information was available about the complaint procedures, comments and suggestion scheme.

The most recent Care Commission Inspection Report was displayed.

A loop system was in place to assist people with impaired hearing.

The provider has established an "Elderly Forum" to encourage communication.

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

Quality Statement 1.4 4 - Good

Areas for Development

The Manager was aware that alternative ways to take account of the views of service users with limited communication skills need to be developed.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 6: People who use, or would like to use the service, and those who are ceasing the service, are fully informed as to what the service provides

Service Strengths

Home visits were made by Centre staff when people were deciding about using the service.

Visits to the Centre were arranged for potential service users or their family.

A service user handbook contained good information for new service users. For example staffing levels and the complaints procedure were explained.

Photographs and pictorial information was also used to inform people.

A service user contract was provided.

The Centre has a website which provides information.

Reviews were conducted.

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

Quality Statement 1.6 4 - Good

Areas for Development

There was evidence that service users were not fully informed about changes to the charging policy and changes in service agreements when transferring from other services. (See recommendation one).

The written agreement was not up-to-date and needs reviewed. (See recommendation two).

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

2

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 4 - 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

Service users were involved in decisions about decor in a lounge area and in garden design. Personal plans gave comprehensive information about each service user. Plans included individual risk assessments about moving and handling.

General risk assessments were completed regarding the environment.

A service user handbook contained good information about the service. For example information about fire safety.

Based on the findings of this inspection, the service has been awarded the following grade: Quality Statement 2.1 4 - Good

Areas for Development

The Manager was aware that existing systems to involve service users and carers in decisions about the way the service is run need to be further developed.

The Centre displayed information about advocacy however no service user was using advocacy services.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: The environment allows service users to have as positive a quality of life as possible.

Service Strengths

The atmosphere in the Centre was homely and welcoming. Service users confirmed that the environment was comfortable.

The Centre is accessible and secure. Visitors were signed in. Service users confirmed that they feel safe and secure.

The Centre was purpose built with level access to all areas. It was barrier free.

The gardens surrounding the home were pleasant and accessible for less able persons.

An infection control policy was in place. On the day of inspection the Centre was clean and well maintained.

The staff were aware of best practice guidance on infection control.

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

Quality Statement 2.3 4 - Good

Areas for Development

The service was maintaining current good standards and continually improves the environment.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: The accommodation we provide ensures that the privacy of service users is respected.

Service Strengths

Service users confirmed satisfaction with the environment and confirmed that reviews were conducted in private.

Staff spoken with as part of this inspection demonstrated a clear understanding of their role in ensuring privacy.

A small room was recently refurbished and provides a pleasant and private alternative sitting or meeting area.

A private room was available for appointments with visiting professionals.

Choice was available in relation to toilets and bathing facilities; privacy was protected.

The gardens surrounding the home were enclosed and private.

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

Quality Statement 2.4 4 - Good

Areas for Development

The service was maintaining current good standards and continually upgrades the environment.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 3 - Adequate

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

Service users spoken with were generally positive about the quality of staffing. Staff were described as very helpful. The perception was that staff were respectful. Staff spoken with as part of this inspection demonstrated a clear understanding of their role. Service users confirmed that care was provided in collaboration. People were consulted about aspects of individual care. Staff were noted to be busy in their work environment and spent time with service users in group activities. There was evidence of staff, service user and carer meetings. Carer and service user questionnaires provided people with a way of assessing some aspects of the quality of staffing. Based on the findings of this inspection, the service has been awarded the following grade: Quality Statement 3.1 3 - Adequate

Areas for Development

When service users required assistance to complete surveys this was provided by staff. Although this assistance was commendable it was also less objective than alternative approaches, such as asking family members to assist. The Manager was considering ways in which the existing systems of quality assurance could be enhanced to further evidence service user and carer participation in the quality of staffing.

CCO Grading

3 - Adequate

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 organisation has a process to ensure that staff were recruited in line with best practice guidance. The service has a training programme and each staff member has an individual development plan. Staff had good opportunities for training and this included SVQ training.

There was evidence to indicate that staff use care methods and practice which reflect current knowledge and best-practice.

New staff received induction training.

There was a staff code of discipline in place. Information about the Scottish Social Services Council Codes of Practice was available in the workplace.

Some policies and procedures were available to guide staff. These include infection control, whistleblowing and adult protection procedure.

Staff meet as a group to keep the team informed and ensure consistency of practice.

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

Quality Statement 3.3 4 - Good

Areas for Development

Policies and procedures were not reviewed or updated regularly. (See recommendation three).

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

1

Statement 4: We ensure that everyone working in the service has an ethos of respect towards service users and each other.

Service Strengths

The interactions between staff and service users were respectful and friendly.

Service users confirmed that staff were conscientious and conducted themselves in a suitable manner.

External management monitor aspects of the service, including complaints.

Robust information was available about the complaint procedures, comments and suggestion scheme.

A charter of rights was available to guide staff and service users.

The aims of the Centre were displayed and confirm the ethos of respect towards service users and others.

Staff were motivated and enthusiastic about the work they do.

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

Quality Statement 3.4 4 - Good

Areas for Development

Staff appraisal was not provided.

The Manager planned to further involve staff in evaluation and the quality assurance systems.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 3 - Adequate

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 Manager was knowledgeable and supportive of the staff team. This was confirmed by comments from staff, service users and family carers.

Quality assurance systems were in place which involved service users and carers. Service users confirmed that the Manager had encouraged their participation in the inspection process.

There was a range of experience and skills within the staff and management team.

Based on the findings of this inspection, the service has been awarded the following grade: Quality Statement 4.1 3 - Adequate

Areas for Development

The Manager planned to encourage greater service user and family involvement in improving the quality of management and leadership. A strategy to facilitate service user and family involvement was not available.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

0

Statement 2: We involve our workforce in determining the direction and future objectives of the service.

Service Strengths

The Manager placed a strong emphasis on staff having the appropriate knowledge, skills and attitude for the job.

Staff were kept up to date about new guidance or policy changes. For example the Manager had obtained best practice guidance documents by the Mental Welfare Commission.

Staff members felt that they were supported in the workplace.

Staff confirmed that supervision takes place.

Computer IT systems were used to monitor and evaluate the service.

Based on the findings of this inspection, the service has been awarded the following grade: Quality Statement 4.2 4 - Good

Areas for Development

The Manager planned to further involve staff in determining the direction and future objectives of the service.

CCO Grading

4 - 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 Centre holds the Charter Mark Award for excellence.

Quality assurance systems include surveys, mini questionnaires about aspects of the service and a comments and suggestion scheme.

The Manager was aware of her responsibility to provided appropriate information and report relevant incidents to the Scottish Social Services Council.

The Manager was aware of her responsibility to provided appropriate information and report relevant incidents to the Care Commission.

External management monitor aspects of the service, including accidents or incidents.

The operation plan included service user consultation as an objective.

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

Quality Statement 4.4 4 - Good

Areas for Development

The Manager was aware of the need to further develop its approach to involving staff, service users and carers. This development would provide evidence of service user consultation to meet the objectives of the current operation plan.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

Requirements

Recommendations

1. The existing systems to consult and involve service users and carers in decisions about the way the service is run need to be further developed. National Care Standards Support Services, Standard 12.8: Expressing your views.
2. The written agreement must include information about the basic cost of the service and the days of attendance. National Care Standards Support Services, Standard 3: Your legal rights.
3. The provider should develop a comprehensive set of corporate policies and procedures, which all services should be able to access. National Care Standards Support Services, Standard 2: Management and staffing arrangements.

Marie Mckerry
Care Commission Officer