



Inspection report

Ralston Day Centre Support Service Without Care at Home

6a Allanton Avenue
Ralston
Paisley
PA1 3BL
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Inspected by: Daphne Ndlovu
(Care Commission officer)

Type of inspection: Announced

Inspection completed on: 2 September 2010

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Service provided by:
Renfrewshire Council

Service provider number:
SP2003003388

Care service number:
CS2003017653

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Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



We gave the service these grades

Quality of Care and Support  **5** Very Good

Quality of Environment N/A

Quality of Staffing  **5** Very Good

Quality of Management and Leadership N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

What the service does well

The people who use the service told us that it was a good place to come to. The atmosphere was relaxed and people looked happy and content.

What the service could do better

The service should ensure that correct procedures are followed at all times when administering medication.

What the service has done since the last inspection

The service had addressed the recommendations and areas for improvement from the previous inspection.

Conclusion

People who use the service appeared to be happy and relaxed within it. Some people shared with us how coming to the service had made their life better. The staff in the service knew the people that they supported well.

Who did this inspection

Lead Care Commission Officer

Daphne Ndlovu

Other Care Commission Officers

N/A

Lay Assessor

N/A

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

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

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Ralston Day Centre is managed by Renfrewshire Council Social Work Services and provides a day care service for up to 50 older people. On the day of the inspection there were 45 people using the service. There were currently 125 older people accessing the service over the five days per week.

This purpose built centre is situated in a residential area of Ralston in Renfrewshire, close to a variety of local amenities and shops.

The service aims to enhance the quality of life for the clients who attend the day centre.

The service was initially registered with the Care Commission on the 1st April 2002.

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

Quality of Care and Support	5 - Very Good
Quality of Environment	N/A
Quality of Staffing	5 - Very Good
Quality of Management and Leadership	N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

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 activities did we undertake during the inspection

The inspection was carried out by one Care Commission Officer Daphne Ndlovu. We wrote this report after an announced inspection that took place between 10:00 and 16:00 hrs on Thursday 12th August 2010.

As requested by us the care service sent us an annual report. The service also sent us a self assessment form.

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

- Personal plans of people who use the service
- Minutes of meetings
- Analysis of surveys
- Complaints log
- Newsletter
- Service User participation Proforma
- Observing how staff work and relate with the people who use the service
- Examining the environment
- Discussions with various people, including:
 - The people who use the service
 - The Manager
 - 2 Day Centre Officers.

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

Actions Taken on Recommendations Outstanding

Two recommendations had arisen from the last inspection.

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

Yes - Electronic

Comments on Self Assessment

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned. The self assessment did not tell us how or if 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

We spoke with several people in large groups, small groups and 6 people on a one to one basis. The following are some of the things they said:

'I have never met a bunch of nicer people.'

'I didn't want to come here at first but now I cant keep away.'

'The girls are all very nice.'

'It's such a good place, we have fun.'

'They just couldn't do enough for you.'

'I am looking forward to my trip out to Balloch today.'

'I wouldn't come if I didn't enjoy it.'

'Coming here is what put me back on my feet.'

This is a very good place.'

'The food is excellent.'

'They are so caring, they never lose their patience with us.'

'I don't think you could improve anything here.'

'We were very spoilt because we had a cook here who made lovely home made meals.'

'My family is fed up with me praising this place.'

'There is very good management.'

'They listen to us and that is very important.'

'Transport is better than what it used to be.'

Taking carers' views into account

There were no carers present on the day of the inspection.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service Strengths

We found this service was performing very well in the areas covered by this statement. We concluded this after we spoke with the manager, day care officers, reviewed personal plans, reviewed other documents including minutes of meetings, and talked to the people who use the service.

The people who use the service were involved in making decisions about how they wanted to spend their time. They told us that they put their views forward at meetings and in questionnaires that they had completed.

From the minutes that we looked at, we saw that the meetings were held regularly and that issues coming up at meetings were always taken forward. carer's group meetings were held on a 3 monthly basis.

The service had a newsletter in which it shared news about staff, people who use the service and any future events. The newsletter was popular and the people who use the service told us that they liked it.

Comments from a recent survey carried out on the people who use the service were mainly positive. Most people said they were either happy or very happy with the service they received.

We also noted that individuals had review meetings held at least once per year. The individual whose review it was, and their carers attended the review meetings. Staff always ensured that they updated the care plans following reviews.

Areas for Improvement

The service was currently maintaining a very good standard in this area and should continue to do so.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3

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

Service Strengths

We found this service was performing well in the areas covered by this statement. We concluded this after we spoke with the manager, day care officers, reviewed personal plans, reviewed other documents including minutes of meetings, and talked to the people who use the service.

People using the service had support plans. Health needs were identified within the support plans. Within the support plans, we saw that people had identified GPs. The staff that we spoke with were very clear about the needs of the people they supported. They told us how they supported people to maintain a healthy lifestyle through gentle exercise and offering fruit to people during the course of the day. When we spoke with the people who use the service, they were able to confirm this.

The service had good links with other agencies. These included occupational therapists, physiotherapists and doctors. We saw good examples where people had been supported to access outside agencies.

People's dietary needs were identified and taken into consideration. The staff that we spoke with had undertaken training in food hygiene.

Areas for Improvement

Although the provider's own procedure for checking in medication says that medicines should be signed for as soon as they arrive in the service, on the day of the inspection, this was not the case with all medication received that morning. Staff should ensure that the service's correct procedure is always followed when checking in and administering medication.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1. Staff should always follow the provider's systems for checking in and administering medication. National Care Standards, Support Services, Standard 2.11 Management and staffing arrangements.

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

See also Statement 1.1.

We found this service was performing well in the areas covered by this statement. We concluded this after we spoke with the manager, day care officers, reviewed personal plans, reviewed other documents including minutes of meetings, and talked to the people who use the service.

The people who use the service made contributions of questions that they wished candidates to be asked at interview. People were also asked their views on the current staff either directly by manager or through surveys.

We looked at training records and spoke to staff who told us they could request and get training that was specific to particular needs of a service user.

From talking to some of the staff, we were satisfied that they knew the people who use the service well.

Areas for Improvement

Evidence to demonstrate how the people who use the service and their carers were involved in staff development was limited.

Grade awarded for this statement

5 - Very Good

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 was performing well in the areas covered by this statement. We concluded this after we spoke with the manager, day care officers, reviewed personal plans, reviewed other documents including minutes of meetings, and talked to the people who use the service.

The staff that we spoke with during the inspection showed a clear understanding of their roles. They also told us that they felt well supported and valued by management. Staff knew where they could access policies and procedures. They told us how they got to know about new policies coming from the organisation.

Staff were able to describe their experience of when they first joined the services. Induction to the service was described as being good.

We looked at staff supervision records and noted that staff received supervision on a regular basis. This was also confirmed by the staff that we spoke with. Staff meetings took place on a regular basis too. Staff that we spoke with told us that they were comfortable raising issues and expressing their views at staff meetings.

Records showed that a high percentage of staff had achieved an SVQ. Training for those staff who still had to gain this qualification, was ongoing.

Areas for Improvement

The service was currently maintaining a good standard in this area and should continue to do so.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

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

None.

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 Commission 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).

Summary of Grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - Not Assessed	
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Date	Type	Gradings								
2 Oct 2009	Announced	<table> <tr> <td>Care and support</td> <td>5 - Very Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and Leadership</td> <td>5 - Very Good</td> </tr> </table>	Care and support	5 - Very Good	Environment	4 - Good	Staffing	4 - Good	Management and Leadership	5 - Very Good
Care and support	5 - Very Good									
Environment	4 - Good									
Staffing	4 - Good									
Management and Leadership	5 - Very Good									
28 May 2008	Announced	<table> <tr> <td>Care and support</td> <td>3 - Adequate</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and Leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	3 - Adequate	Environment	4 - Good	Staffing	4 - Good	Management and Leadership	3 - Adequate
Care and support	3 - Adequate									
Environment	4 - Good									
Staffing	4 - Good									
Management and Leadership	3 - Adequate									

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages 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।

هه بایتسد یم وونابز رگید روا رولکش رگید رپ شرازگ تعاشا هی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

یرخأ تاغل بو تاقيسينت تب بلطلا دن ع رفاوتم روشنملا اذه

本出版品有其他格式和其他語言備索。

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Improving care in Scotland