

Care service inspection report

Full inspection

Age Concern Eastwood Dementia Project Support Service

The Stables - No. 3 Cottage
Eastwood Park
Rouken Glen Road
Giffnock
Glasgow

Service provided by: Age Concern Eastwood Dementia Project

Service provider number: SP2003000156

Care service number: CS2003000802

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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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 | | N/A |
| Quality of staffing | 6 | Excellent |
| Quality of management and leadership | | N/A |

What the service does well

This service offered responsive, person centred care and support to service users (clients) and their families. The service had continued to develop the excellent practice acknowledged at the last inspection. Clients and their carers spoke very highly of the service.

What the service could do better

We discussed minor areas for improvement during the inspection, mainly to do with recruitment. The areas we discussed were actioned before we completed the inspection.

What the service has done since the last inspection

The service had maintained, and in some areas developed, the excellent practice we saw at the last inspection.

Conclusion

Clients and their carers called this service a 'life line' and that was a consistent message throughout this inspection. The service was valued by clients, families and other agencies.

1 About the service we inspected

Age Concern Eastwood Dementia Centre offered 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, two dining areas, a conservatory, a large activity room, a therapy room and a secluded garden. On the days of inspection there were 21 clients and the service supported 100 clients across the five 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.'

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.

Recommendations

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

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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 - N/A

Quality of staffing - Grade 6 - Excellent

Quality of management and leadership - N/A

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 0345 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

We wrote this report following an unannounced inspection that took place on Wednesday 25 May 2016 and 31 May 2016. The inspection was carried out by a Care Inspectorate inspector. 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

Records of achievement for staff (P.D.P's)

Photographs and thank you cards.

Development strategy

Recruitment files

Training records (Dementia and Adult Protection)

Staff supervision records and appraisal records

Minute of team meetings
Accident and incident records
Notifications.

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

We spoke with the manager, day care co-ordinator, care assistants, the admin assistant and the catering assistant. We got e-mail feedback from a board member.

We received e-mail feedback from both carers and stakeholders. We spoke with carers on the phone and we also spoke with them in the service when they were collecting their relatives.

We received eight completed care standards questionnaires from relatives and carers. We received five completed care standards questionnaires from staff.

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.firescotland.gov.uk

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 self assessment was completed to a high standard and was referred to throughout the inspection.

Taking the views of people using the care service into account

We spent a significant amount of time on day one of the inspection in the company of clients who were attending that day. We participated in several group activities and shared a late breakfast with a group who had just been collected by the bus.

The overwhelming view from clients that day was that they 'loved coming here', 'I really enjoy the company and the activities' and 'I would be really lonely if I did not come here.'

All comments that we received and the interaction we observed was very positive.

We saw clients enjoy a range of activities supported by staff who knew them well. It was evident that the clients were having a fun, stimulating experience, in a safe and nurturing environment.

Taking carers' views into account

We spoke with three carers in person, two carers on the phone and received e-mail feedback from three more. We got views from carers through our completed questionnaires. We also took comments from the services' questionnaires that they sent out to carers.

Comments were as follows:-

'What a fantastic service. I cannot thank or praise them enough!'

'My relative is very happy going to the service, the staff are all very kind to her. From my point of view they always keep me informed of any changes'

'My relative was reluctant to go at first, but soon settled and we couldn't do without this fantastic service provided by all the staff.'

'I have nothing but good to say about this service. Both my wife and I benefit greatly from the support we get and I would struggle without it.'

'This is a wonderful service for people with dementia. The staff are always cheerful and exceedingly welcoming. It provides my relative with essential company and social inclusion for a prolonged period of time, keeping her busy and reducing her anxiety levels. When she attends she is well looked after and always tells me she's had a laugh and a great time.'

'This has made a huge difference to me, don't quite know where I would be without you.'

'On the days my mum attends, I feel I can completely relax as I know she is in professional and safe hands.'

'My mum loves coming to the service and says all staff are kind to her. I know she eats well and socialises more when she is there. The care she receives is excellent.'

'The service is second to none and we cannot recommend it enough. Not only does it help our relative as we can relax when he is there, we also get a break. This gives me time to clean, shop and have a rest. Thanks!'

'This service has made a tremendous difference. It is a great comfort to know my relative is well cared for and will always receive a balanced meal and have company. Many thanks for everything the staff do.'

'The service is excellent. The training and approach of staff is superb. My relative is happy to go. Staff are helpful and approachable, they keep me fully informed.'

'I think it is brilliant. Staff are friendly and they keep me updated. My relative loves to go and they look after her well - it lets me go out with friends and do things. It is harder to get her to leave than to get her to go in!'

Comments from Board Member:-

'As secretary I prepare minutes of all board meetings. These are distributed along with a detailed report from the managing director of the Stables activities including any meetings she or other members of staff may have attended. I and the other board members are also provided with copies of attendance figures which have been submitted to CHCP. Copies of accounts are always provided ensuring we are aware of the financial situation. These reports give a good view into the quality of service. Letters of thanks/compliments and complaints are always available to view. Which gives an insight into how the service is being accepted.'

Meetings

The board meets four times a year or more if circumstances require this. I speak or meet with the manager on an informal basis perhaps once a week. This keeps me up to date and hopefully assures the manager of my support. I do not have organised meetings with staff but do talk to them informally and find them to be a happy and dedicated team. One of the other board members is the staff relations person and meets with the staff. They are aware they can speak with him on any matter in complete confidence.

Open to Suggestions.

The board are very pro-active and work well toward ensuring the service provided is of a high standard. The manager and staff are very open to suggestions and in particular observations of the board. They are welcoming of new ideas and appear to value what members of the board can bring through knowledge and experience.

Opinion Overall

The Stables is a very organised and efficiently run centre. The care given to clients is excellent but equally the support given to "the carer" is exceptional. I have had first hand experience of being thanked by those caring for a relative for the support they themselves have received. Someone to talk to who understands their situation. Activities in the centre are always well planned and great care is taken by the staff to ensure clients own interests are developed and maintained. My overall thoughts when I enter the Stables is one of a very welcoming, calm and happy place. Staff work very much as a team to provide exceptional very essential care.'

Feedback from an external professional:-

'We are delighted to have to have a close working relationship with this service, sharing knowledge and experience between our services. The service both individuals and carers receive from the day centre is essential in keeping people with dementia engaged, active and connected with others. The friendly supportive environment enables people to participate and enjoy the outside space. We provide training updates and also learn and share experiences with the staff.'

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 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 we looked at under this statement. We concluded this after we spoke to clients, carers and staff; observed staff at work, looked at the relevant records and reviewed the questionnaires we received.

During the two days of inspection we observed a stimulating but calm environment where clients were encouraged to take part in activities if they wished. Clients could also chose to relax and have more individualised time in the many rooms available within the service. Staff knew the clients very well and there were daily meetings before the clients 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 clients. Staff were also observed to be very responsive and pro-active in supporting service users who were unable to express themselves verbally or who were upset or distressed in any way. This meant that their care and support needs were responded to efficiently and discreetly.

We sampled support plans for clients using the service. The support plan was split into three sections (CP1, CP2 and CP3). 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 key-working recordings, review meetings and decisions and daily recordings of how the client was during their time at the centre and what they got out of being there. The CP3 detailed communication and contact with carers and relevant others such as a health staff. The plans we sampled had detailed background information which included the person's likes, dislikes and personal preferences. Information about the clients ability to communicate was very important to help staff understand and respond to individual's needs. Robust risk assessments were in place and regularly reviewed to make sure people with specific needs such as mobility or nutrition were being properly supported. The daily notes we sampled gave excellent evidence of the person centred approach of staff and offered an insight into what the client had done that day what they had enjoyed or participated in. The service had started a new procedure for the review of the care plan as they were finding the carers were not able to make many review meetings. They now send out a copy of the care plan for comments along with a questionnaire asking carers for their thoughts on the service and anything that could be done better for their relative. This was working well as the service had received 100% return to date. If any concerns are raised, staff would meet with carers if preferred.

Each client 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 out with 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. Carers told us that the communication with the keyworker was 'really helpful' and 'I feel very much informed.'

We saw specific information about relevant health care needs within the care plans and how the individual was supported with that need. The care plans included risk assessments and identified areas of specific concern. Clients 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 and carers and to support the health needs of the service users.

We joined clients for a late breakfast as they arrived at the service. 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. They particularly enjoyed the toast and tea in the morning.

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 clients to plan activities and events. During our visit we saw residents enjoying music, participating in a Scottish word activity, playing snooker, enjoying a pampering session and relaxing in the garden. These activities were well run but were also undertaken at the pace of the clients. There was no rush or pressure to participate and this was a pleasure to observe as staff were skilled in engaging with clients to ensure they were enjoying their day.

The service was very supportive of the carers. 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 'life line' and 'I could not cope if it was not for the support I get from this service.' Carers were also encouraged to take part in training sessions that might benefit them such as moving and handling and dementia awareness.

All of this was strong evidence of a service who had the clients and their carers as a priority. Staff had very positive and encouraging relationships with clients and carers. The paperwork we sampled evidenced a very person centred, thoughtful approach to the care and support needs of clients with dementia. Clients and their carers were very vocal in assuring us that this was a 'fabulous service.' which they 'could not do without.'

We received further comments from carers:-

'We find that The Stables operate a very professional service. They have created a care plan for our father which is updated regularly and he has a key worker that liaises with us when required. The Stables itself is a warm, comfortable environment which is relaxing and everyone is really friendly and caring and every effort is made to meet his needs.'

'Our dad enjoys going to the stables and is comfortable going to the centre two days a week even with his confusion. Initially when he started going the service was to help him interact with other people and provide a companionship. As carers we feel that the service the Stables offers is invaluable to us. We know that our father is in a safe, secure environment and this in turns helps us to go about our daily business knowing that he is being well looked after.'

'I was always reluctant to let mum go to a day centre but I have to say it has been a lifeline for both mum and myself. I liked the fact that mum and I were invited down to see the day centre and given a tour round. Mum said to the girls that they had a lovely home which instantly made me realise she would feel safe and comfortable if even on the first visit it felt like someone's home. I just think it's great to have her getting some stimulation and company as apart from a couple of visits a day from carers. The support I feel from this service is immeasurable- it has given me some much needed time where I don't need to worry that mum is on her own as I can't be with her all the time and for two days a week I can take my foot off the gas- priceless. I am so grateful and thankful that the Stables is in existence and can't praise the service highly enough.'

'I cannot praise the facility - The Stables - highly enough. I was very apprehensive about leaving my husband in a day centre as I didn't for one minute think he would settle. From day one he has not only settled but loved going there. The quality of service I don't think can be bettered. I really wouldn't be able to cope without the break that these two days gives me, and the knowledge that he is being well cared for and is so happy helps me to relax and enjoy my free time.'

Areas for improvement

The service would like to ensure that they continue to be a person centred, dementia specialist service with well-trained staff. There were no areas for development identified.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 5

“We respond to service users' care and support needs using person centered values.”

Service Strengths

We found this service had performed to an excellent standard in the areas we looked at under this statement. We concluded this after we spoke to clients, carers and staff; observed staff at work, looked at the relevant records and reviewed the questionnaires we received.

The management and staff team demonstrated a strong commitment to valuing each client as an individual and this supported the promotion and delivery of person centred care. We saw positive examples of person centred support that had enhanced the day-to-day lives of individual clients in meaningful ways.

We observed staff being respectful, patient and kind towards clients during the inspection. We also observed good natured and appropriate humour being exchanged. The people we spoke to told us that the care and support delivered by staff had taken account of their needs, choices and preferences in a personalised way that they were very happy with. We observed specific times where staff had to be very patient and considerate as a client was distressed and agitated.

Staff were experienced in the care of older people with dementia and we found that they knew individual clients very well. There had been a low turnover of staff which promoted good continuity of care for clients and their families. We concluded that the development of positive relationships between staff and clients had helped to promote a person centred approach. This had resulted in clients receiving an excellent level of care and support informed by the choices and preferences they, or their relatives had discussed with staff.

The personal plans we looked at showed that staff had a very good awareness of what was important to individual clients. We saw that staff had recorded some very detailed, person centred information about clients' needs and how they were to be met in these records. It was also very good to see that clients' abilities had been recorded alongside their support needs as this helps to recognise and promote independence.

We looked at aspects of day to day life in the service that tend to be particularly important to carers and their families with regard to their individual choices and preferences. This included personal care and support, the promotion of independence, the environment, meals and special diets and meaningful activities. We found that staff practice had been very good in relation to this. They knew what people wanted and we concluded that this had helped them to support clients in a person centred way. The people we spoke to confirmed this.

Action had been taken to further improve the quality of care and support that staff provided for clients living with dementia. The excellent strategy in place had been informed by evidence based good practice and a range of initiatives had been developed to continue to enhance the care provided. We found that the dementia strategy had resulted in positive outcomes for individual clients and we saw how this had helped to enhance their quality of life in significant ways such as a reduction in social isolation, improved nutrition and reduced risk of falls. There had also been changes to the environment that had benefitted residents.

The service told us that they would like to purchase a specialised greenhouse so that clients could enjoy the garden during all the seasons.

Areas for improvement

There were no areas for development identified.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Quality theme not assessed

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

Statement 2

“We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.”

Service Strengths

We found this service had performed to an excellent standard in the areas covered by this statement. We concluded this after we had discussions with the management team, the staff and sampled a number of recruitment files and induction records for more recently recruited staff.

The service had a policy and procedure to inform the recruitment of new staff. The policy gave guidance as to how the recruitment process should be managed. We saw that there were procedures and checks in place to assess the quality and suitability of applicants in order to protect clients. These included:

- Application forms
- Employment histories on C.V's
- Interviews
- Interview assessments
- Identity checks
- References
- Health question
- An induction (training) process

In the files we sampled, we confirmed that the essential recruitment checks had been carried out before new staff were allowed to start. We saw that references and PVG checks had been received.

Potential candidates would attend a formal interview and they would then be asked to attend a 'second interview.' This interview would involve the candidate spending supervised time the company of clients. Clients would then be asked for their opinions and feedback on the candidate. The service took this feedback very seriously.

New staff were allocated a mentor who would work with them during their induction training. They also received an induction pack to work through with their mentor. We looked at the induction programme for staff. We saw that this covered the information and training that staff needed in depth. New staff we spoke with told us they had been very well supported during their induction period and beyond.

Overall we found the recruitment process to be robust and accountable which ensured that staff who were appointed to work with clients had the necessary skills, knowledge and attributes required.

Areas for improvement

We discussed a couple of minor areas which were addressed by the end of the inspection. We asked the service to attach another page to the application form to ensure that a full employment history was given on their application form, not just on the applicants C.V.

We were confident that the views of clients were taken seriously following the second interview process however we discussed the benefit of taking a formal record of this for future reference but also for the development of the applicant. The management team thought this was a good idea and assured us this would be done.

Grade

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 we looked at under this statement. We concluded this after we spoke to clients, carers and staff; observed staff at work, looked at the relevant records and reviewed the questionnaires we received.

Staff were professional, well trained and motivated to provide an excellent quality service to clients and their families. We received the following comments about staff:-

'The staff are very friendly and courteous and inform us of any concerns they have with our father. They know him well as he has been attending the Stables for two years and they have seen the changes in him and the deterioration of his condition in that time. They are always very helpful and nothing is a bother to them. Things that we would maybe bother about they seem to take in their stride.'

'The staff I have met and talked to over the phone have always been really friendly and talk enthusiastically about mum and made me feel that they had really taken the time to get to know mum and her needs.'

'The staff meeting us at the gate in the morning and collecting my husband in the afternoon are bright, cheerful and my husband's cheerful farewell to them shows he has had a lovely day with them.'

There had been low turnover of staff which had provided very good continuity of care for clients and their relatives. We found that the stability and approach of the staff team had supported the development of positive relationships and the clients and carers we spoke with told us they were very happy with the quality of staffing and the care and support provided.

The provider had developed a range of policies and procedures to guide and inform staff practice. A clear staffing structure also meant that staff had well defined roles so they knew what their duties were. We saw that the management team had monitored staff performance to make sure that the expected standards were maintained. This helped to make sure that clients continued to receive a safe, good quality service.

We found that the day-to-day running of the service had been well-managed. Individual members of staff were responsible and accountable for making sure that specific aspects of the service were properly organised. We also found that there were good communication and reporting systems throughout the service and staff worked very well together as a team.

A rolling programme of training had continued to be delivered to meet the care and support needs of clients. Each staff member had responsibility for their own Personal Development Plan (P.D.P.) We sampled the P.D.P.s and found that they gave very good information on the training and development the staff member had undertaken. These would be updated regularly. We saw that staff had attended various training courses and sessions. The service did not have a specific training budget so the manager was innovative and resourceful in finding training for staff. Staff had attended Stress and Distress training delivered by Community Psychiatric Nurses, Dementia Friends training delivered by Alzheimer's Scotland and they had their own 'in-house' Moving and Handling trainer. Moving and Handling training was taking place during this inspection and the written feedback from participants was very positive. One carer wrote 'several of my bad habits in assisting my relative have now been corrected'. Staff had also undertaken first aid training, fire evacuation training and adult support and protection training.

We discussed dementia training in-depth during this inspection. We found staff to be very skilled and knowledgeable in this area. Staff had all participated in the 'Informed' level of Promoting Excellence Framework and were in the process of achieving the 'Skilled' level. However prior to undertaking this training, staff had other relevant, accredited training in dementia awareness.

A very good range of additional training informed by the needs of clients and staff had also been delivered. We concluded that the overall approach to the training and development of staff was very good and the staff we spoke to agreed with this.

We saw that staff received regular, formal supervision. We also saw that staff would attend regular staff meetings to discuss a variety of developmental issues and share ideas and practice.

We found staff to be professional, enthusiastic, highly motivated and knowledgeable with a caring attitude. Some of the staff we spoke to said that the service was like a family where people felt comfortable and keen to do their best. Staff valued the work they did and told us that the management team had supported them to provide a high standard of care to clients. Staff felt able to raise any issues or concerns and told us they felt appreciated by management.

Daily meetings were held to plan the day and to support good communication throughout the service. We saw effective communication between staff throughout the inspection and respectful, effective teamwork was very evident.

The responses in the questionnaires returned by staff were positive about training and personal development, resources, safety at work, quality of care, communication and involvement. We received the following comments:-

'We have regular keyworking time to ensure our care plans are current. We have weekly meetings to discuss issues and get advice from fellow colleagues. We have ongoing in-house training and also outside agencies come and give talks for us to enhance our skills.'

'At all times I am encouraged to update my skills. I offer training in dementia and this has allowed me to gain in confidence and feel my contribution is worthwhile and valued.'

'Very good professional place to work. Great training and excellent care and support for clients.'

'I really enjoy coming to work everyday as the centre is a really happy place. I'm involved in the nutrition side and recently took part in training and I then trained others which I really enjoyed.'

'I started not too long ago and I am so happy to have had the opportunity to work here. The standards of care are very high and clients needs are met to a very high standard.'

All of this was very strong evidence of a service where staff were valued and very well supported by a management team who were very approachable and considerate of their staff.

Areas for improvement

There were no areas for development identified. The staff assured us that they would continue to work hard to develop the service.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Quality theme not assessed

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|---------------|
| 25 Jun 2013 | Unannounced | Care and support | 6 - Excellent |
| | | Environment | 6 - Excellent |
| | | Staffing | 6 - Excellent |
| | | Management and Leadership | 6 - Excellent |
| 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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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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