

Care service inspection report

Full inspection

Lifecare - Cottage Companion Club Support Service

53 Milton Road East
Edinburgh



HAPPY TO TRANSLATE

Service provided by: Lifecare (Edinburgh) Ltd

Service provider number: SP2003002785

Care service number: CS2006117301

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.

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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

The Cottage Companion Club provides a comfortable and welcoming environment where service users spoke very highly of their experiences of attending. In particular the kindness and consideration of staff, the company of others and the activities and events.

Staff knowledge about service users their likes, dislikes and preferences in support needs was an asset in the quality of service provided.

What the service could do better

The development of care plans should continue and include reviews and updates which may have an impact on the care and support provided, for example as a result of an accident incident, and or the regular care plan review.

The service should continue to provide the high quality of service user care and support which we saw and which was reported to us by service users and their relatives/carers.

What the service has done since the last inspection

A new care and support plan and review format had been introduced although not all of the current documentation had been changed to this new format.

The service has continued to develop service user and relative/carer participation and now service users can attend activities when relatives/carers are attending a meeting. This has resulted in an increase in attendance by relatives/carers.

The service has continued to develop a calendar of activities and social events for service users and relatives/carers to celebrate landmark events such as Lifecare 75th Anniversary.

Conclusion

This is a very welcoming day centre where we saw that staff were keen to provide a good quality of service. Staff were aware of and responsive to service users' needs and preferences and they encouraged a happy and inclusive approach where humour and laughter was part the day to day interactions.

The small group attendance each day allowed small group and one to one activities as service users preferred.

1 About the service we inspected

The Cottage Companion Club Day Care Service provides day care and support for older people with dementia. The service is open Monday to Friday between 9:30 and 14:30. Service users attend on specified days agreed in advance at the time of accepting a referral.

The service is provided in a rented building adjacent to the head office and care home of another registered care provider. Although the premises are small there are public rooms used for activities and dining, kitchen and toilet facilities and a staff office.

Meals are provided from the central kitchen of the other registered care service. The service is on a main bus route to and from Edinburgh.

There is a named Manager for this service who also manages the other support services provided by Lifecare in Edinburgh. There is also a Senior Worker allocated to this and the other support services who manage the day to day service provision and who report to the Manager.

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 compiled this report following an unannounced inspection. The inspection was carried out by an Inspector from Social Care and Social Work Improvement Scotland on 6 April 2016 between 9:45am and 1:45pm and on 7 April 2016 between 10:45 am and 12:30pm approximately.

As part of this inspection we also looked at a selection of staff recruitment files and training records held at their head office on 20 April 2016. Therefore informal feedback was given in the care service on the days of inspection and feedback on this and the other day care services managed by Lifecare was discussed with the manager on conclusion of the inspections of all three of Lifecare services on 21 April 2016.

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

- The Certificate of Registration.
- The staffing schedule.
- The insurance certificate.
- The service's action plan to address issues from the last inspection.
- A sample of service users' support plan files.
- Minutes of relatives/carers and staff meetings.
- Accident, incident and complaint records.
- Observation of support staff practice with service users and with each other.
- Examination of staff training records.
- Examination of a sample of staff recruitment files.
- Content of 13 (of 20 sent) service pre inspection questionnaires.
- Consideration service users comments in pre inspection questionnaires and

during the inspection.

- Consideration of the National Care Standards, Support Services.

Discussion with various people including:

- Fifteen service users attending the service.
- The Manager.
- The Senior Worker.
- Support staff on duty.
- A volunteer.
- Pet therapist.
- Discussion with the chief executive.

We spoke with all of the service users attending the centre during the inspection

The above information was taken into account during the inspection process.

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.

We received a fully completed self assessment document from the service Manager which was submitted promptly.

The self assessment included information under each statement to describe the service's strengths. The Manager identified areas they thought they did well, some areas for development and any changes they planned.

The manager's assessment of the quality of the service corresponded with our findings at this inspection visit.

Taking the views of people using the care service into account

Service users we met with were extremely complimentary and praising of the care and support they received whilst attending this day centre. This view was also reflected in pre inspection questionnaires completed by service users or relatives/carers on their behalf.

Some of the comments made by service users were as follows:

"Staff are lovely, I'm comfortable coming here and the company is good, we like a laugh."

"I look forward to coming here, the staff are so good. I like seeing the dog (pet therapy) it gives me a loan of the dog for a short time as I miss having my own. Everyone is so kind here".

"I've been coming here for a few years now, I love it, the company is very welcoming, food always perfect and the staff are lovely".

"I enjoy coming here, it gets me out of the house to meet people, I enjoy the company and it keeps me active. It also gives my wife a break to do her own thing."

"The company, staff, lovely lunch and the transport just make things ideal. We have a good laugh and playing dominoes can be competitive, but we still have fun."

Taking carers' views into account

Some of the comments made by relatives/carers were as follows:

"My mother has been attending the Companion Club for almost a year. I have been so impressed with the service provided. All members of staff are responsible and caring individuals, and they contact me if they have any concerns at all.

My mother has benefitted so much from the regular companionship and activities. I am truly grateful for the original recommendation from the CPN which began Mum's involvement at the Companion Club."

"My husband attends the Companion Club and all seems to go well. I find the carers are delightful, kind and patient and I am so grateful to them for all they do."

" I am so grateful that my husband has the opportunity to attend the Companion Club each week. Knowing he is well cared for gives me peace of mind. The staff are a credit to the organisation, always smiling and both myself and my husband are greeted with a warm and friendly welcome.

Not forgetting the bus driver who plays a large part in getting my husband to and from the club. Having used various organisations in the past, the Companion Club for outweighs them all and I would recommend it to anyone who like myself has trust issues in leaving their loved one in someone else's care."

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 2

“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.”

Service Strengths

We saw that individual preferences of activities, interests were requested in applications to join the Companion Club and in care/support plans. Where possible these were included on the menu of activities provided in this service. We also saw that service users were consulted about venues for outings and entertainment events visiting the club.

Information about the service was available to prospective service users and their families in leaflet form and through the Lifecare website which included other services which Lifecare can provide, for example care at home and the help at home.

Day visits were also offered prior to committing to joining the club and regular reviews gave service users and their relatives/carers the opportunity to discuss their experiences of attending. In addition exit interviews and annual quality assurance surveys were used to gain the views of service users and relatives/carers about the service and any improvements which could be made.

Whilst various activities were routinely available service users were asked their preferences each day for morning and afternoon events. The morning started

off with a newspaper group and discussions about different articles which service users told us that they liked as this kept them in touch with local and national news.

Activities provided were designed to assist service users in aspects of their daily life for example, social, cognitive physical, and emotional and cultural needs..

All of the service users we met expressed their satisfaction about the activities , entertainment and events available to them while attending The Cottage Companion Club. They told us that they could choose activities and were free to participate in these or make suggestions for alternatives. Service users told us that they felt able to put forward any suggestions and were confident that these would be listened to.

We saw photographs of activities and celebrations held in the service to mark special events and events have been planned to mark Lifecare's 75th Anniversary this year.

Service users we met had no concerns or complaints about the quality of the service and no complaints had been recorded in the service since the last inspection.

Areas for improvement

The service should continue to consult and involve service users in the range of activities and events they would like whilst attending the club

Grade

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

Each service user had a personal care/ support plan. We looked at a sample of these.

The information in care/support plans gave an outline of the individual needs of the service user and how these were to be met whilst attending the service.

We saw that care/support plans included contact details for health care professionals including the GP and any specific health care needs were recorded. Service users told us that staff were considerate of any health care needs including any disabilities and provided care /support accordingly.

For example assistance with mobility. They also told us that they had confidence in staff to contact health care professionals including their GP and or emergency services if needed.

Care/support plans included assessments of the skills of everyday living and health care needs, for example:

- Dressing.
- Medical needs/medication/allergies.
- Diet/ meal preparation/eating/drinking.
- Mobility.
- Transport/household access.
- Communication.
- Preferences for activities.

Each area of the care/support plan included an assessment of any perceived risks and management of these. We saw that care plans and care plan reviews were signed by the service user or their representative to confirm and agree the content of these.

Service users told us that they were involved in their care/support plan review and felt that staff would listen to their views about their care/support needs. We also saw that staff completed daily records for each service user including their level of participation and enjoyment of the activities they took part in.

In pre inspection questionnaires service users told us the following:

- Twelve of 13 strongly agreed or agreed that:
 - The service checks with them regularly that they were meeting their needs. (one told us that they were completing the questionnaire on behalf of a service user and due to their dementia the service user would be unaware of some aspects of the service)the service had equipment to meet their care needs.
- Thirteen of 13 strongly agreed or agreed that they felt safe while in this service.
- Thirteen of 13 strongly agreed or agreed that overall they were happy with the quality of care the service provided.

In some of the pre inspection questionnaires returned to us some people told us that they were unaware of the service complaint procedure and that they had the right to make a complaint to the Care Inspectorate. This has been identified previously as an area for development.

However, in the service we saw that these issues were included on the agenda for service user and relative/carer meetings. Information about the service complaint procedure and contacting the Care Inspectorate were also on display for reference.

We suggested that keeping these items on the agenda for meetings may assist them to raise awareness which the senior worker agreed to do.

None of the service users we spoke with had any complaints about any aspect of the service they received.

Service users told us that the meals were lovely and they had a choice each day. We also saw that the dining experience for service users was well managed. The small number of service users in attendance meant that they did not have to wait long to be served their meal and there were enough staff available to help anyone who needed assistance.

Observation of staff practice and interaction with service users indicated that

they were aware of and responsive to the individual needs and likes and dislikes of service users. We also saw that service users were treated as individuals and with dignity and respect, this view was also confirmed by service users we spoke with and by those who completed pre inspection questionnaires.

Overall we concluded that The Cottage Companion Club had very good systems in place to assist staff to meet service users needs in their general health and wellbeing.

The National care standards, support service Standard 3 - Your legal rights, Standard 4 - Support arrangements, Standard 7 - Using the support service, Standard 10 - Feeling safe and secure, Standard 11 - Exercising your rights and Standard 15 - Eating well were met at this inspection.

Areas for improvement

A new care and support plan format was being introduced and current plans transferred to this as care and support reviews took place. However, the newer care plan format was used where new service users joined the club.

The service should continue to develop support plans to evidence that the service is responding to and providing the service in accordance with the assessed needs of the service users.

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 looked at a selection of staff recruitment files for staff who were the most recently employed in the service.

We found that systems were in place to ensure safe recruitment practices were followed. We saw that these systems followed best practice guidance from The Scottish Executive "Safer recruitment through better recruitment" and the service provider's recruitment policy and procedures.

New staff were subject of a period of probation and we saw that all staff employed in the service were provided with a staff handbook which gave them information about the service and some of the policies and procedures.

These included:

- Equal opportunities.
- Support and supervision.
- Rehabilitation of offenders.
- About Lifecare.
- Employee development.

In the recruitment files we looked at we saw that these contained the following;

- An application.
- Interview checklist.
- Request and receipt of two references.

- Health check.
- PVG check (Protecting Vulnerable Groups).

The application form and interview included asking about skills knowledge and experience relating to the job for which the applicant had applied.

The references asked about the applicant's quality of work and their suitability to work in the role for which they have applied.

A criminal record check and health check were requested. The outcomes of these checks and interview and references were considered prior to a decision to employ and offer the post to the applicant.

Systems were also in place for re checking criminal records every three years and annually staff were required to update their health declaration.

The selection of files staff recruitment files we looked at had been fully completed.

Staff were not able to be employed until all aspects of the recruitment selection process had been completed. These processes assisted the service to satisfy themselves of the applicants' suitability before the offer of employment and an introduction to service users.

Induction training was in place for all new staff and a checklist used to note progress with this. Thereafter, supervision and appraisal systems and refresher training were in place to monitor and improve staff practice.

The Manager and senior staff were appropriately registered with NMC (Nurses and Midwifery Council) and SSSC (Scottish Social Services Council).

In the terms and conditions of appointment new staff were also made aware of the need to register with SSSC when the dates for this are made known.

We concluded that the recruitment practices showed that the service provider had robust procedures to assist them to make sure appropriate staff were

employed. This also contributed to safe guarding service users and their relatives/carers.

Areas for improvement

Lifecare should continue to use robust staff recruitment and induction practices to ensure appropriate staff are employed and which assists the service to safe guard service users and their relatives/carers.

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

During our inspection we observed staff practice and spoke with staff about their work including the support and direction they were given in their day to day duties, training opportunities and arrangements for staff development.

All staff we spoke with were able to tell us about their work and were knowledgeable about service users, needs and responsive to how these needs were to be met. Staff were organised and confident in their interactions with service users. They were also flexible in their approach as service users choose the activities and interests they wished to be involved in.

Staff had time to assist service users at a pace which suited the individual and we saw that they explained and reassured people as the need arose. We saw that staff spoke with, and, about service users in a respectful manner and service users were treated with dignity and respect.

This was confirmed by service users we spoke with and those who returned pre inspection questionnaires in which they also agreed or strongly agreed that they were confident that staff had the skills to support them.

Service users also told us about lots of fun and laughter which they told us they thoroughly enjoyed while attending the club. Also see views of service users.

We saw several excellent examples of staff practice in the duties they were undertaking and in their interactions with service users. Staff were also supportive of each other and worked in a collaborative way in providing care and support to service users.

At the last inspection of this service in December 2013 we made a recommendation about ensuring all staff completing mandatory training in accordance with mandatory requirements and the service policies and procedures.

At this inspection we saw that all staff training was up to date and systems were in place for refresher training to be provided when necessary. This recommendation had been implemented.

Staff were assisted in their work by a range of policies and procedures, team meetings, supervision and appraisal. These arrangements gave staff opportunities to discuss their practice, standards of care and support and any training needs. Staff also told us that supervision gave them the opportunity to reflect on their personal practice and any training needs.

We saw that staff training included but was not limited to:

- Adult support and protection.
- Moving and handling.
- First aid.
- Patient assistance (to support service users using transport to and from the day centre).
- Dementia awareness.
- Food hygiene.

- Loss and grief.
- Stress management.
- Mental health awareness.
- Service users spoke highly of the all staff and no one had any concerns about staff practice. Staff were described as kind, welcoming and professional.

We concluded that the highly motivated, skilled and professional approach to service user support in this service showed what other services should aspire to.

Areas for improvement

The service should continue to support staff in the provision of training to assist them to develop their practice to continue to meet the needs of the service user group.

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

1. The manager should ensure that all staff complete training in accordance with mandatory requirements and the service policy and procedures.

This recommendation was made on 10 December 2013

All staff training was up to date and systems were in place to provide refresher training for time limited training as necessary. The recommendation had been implemented.

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
10 Dec 2013	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
15 Apr 2010	Announced	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership Not Assessed
17 Apr 2009	Announced	Care and support 4 - Good Environment 4 - Good Staffing 2 - Weak Management and Leadership 4 - Good

10 Jun 2008	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and Leadership	3 - Adequate

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