

Care service inspection report

Full inspection

LifeCare - Dean Club Support Service

Stockbridge House
2 Cheyne Street
Edinburgh



HAPPY TO TRANSLATE

Service provided by: Lifecare (Edinburgh) Ltd

Service provider number: SP2003002785

Care service number: CS2003050698

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

We saw that the well established systems to involve service users in service development were still in place and activities and events were planned to take into account the wishes and preferences of service users.

Everyone we spoke to at this inspection were very satisfied with the service provided and spoke very highly of the work of staff to make their attendance at the Dean Club an enjoyable experience.

What the service could do better

The development of care and support plans should continue including transferring these to the new format as people join the service and or at the time of 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 development of individual activities has been progressed and this was reported to be popular especially where individuals may need assistance to go out or to attend events or appointments.

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

There was a very warm and welcoming atmosphere in this day centre where we saw a lively and fun approach to supporting service users to participate as they wished in a range of activities and interests.

We saw that the staff team worked well together and their collaborative, knowledgeable and confident approach to support service users which was an asset in the overall quality of service provided.

1 About the service we inspected

The Dean Club is managed by LifeCare (Edinburgh) Ltd and was registered as a support service with the Care inspectorate on 1 April 2011.

The Dean Club is a Day Care Service providing day care and support for older people. The service was registered to provide care and support to up to twenty-two service users each day.

The service is open between 9am and 4pm on Tuesday, Wednesday and Thursdays.

Service users attend on specified days agreed in advance at the time of accepting a referral. Transport is also provided where needed but may be limited due to space available in the minibus.

The service is provided within the Lifecare head office building, Stockbridge House, where there is another registered support service, a day centre, managed by Lifecare, a café open to service users and the public, and staff offices. Lifecare also manage another support service, a day centre for older people in Edinburgh, and a Care at Home Service.

There is a named manager for this service who also manages the other support services provided by Lifecare in Edinburgh. There is a senior care worker allocated to this and the other support services who manage the day to day service provision in each registered service and who report to the Manager.

The aims and objectives of the Dean Club included:

"To provide a range of activities which offer both mental and physical stimulation reflecting the needs and interests of the service user" and "to ensure that service users are treated with dignity and respect at all times."

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 20 and 21 April 2016 where we spent time in each of the two day centres in Stockbridge House.

As part of this inspection we also looked at a selection of staff recruitment files and training records held at their head office. 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.
- 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 23 (of 25 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:

- Twenty service users attending the service.

- The Manager.
- The Senior Worker.
- Support staff on duty.
- A volunteer.
- The chef.
- The chief executive.

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.

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:

"I don't know what I would do without the club."

"Fine except the food sometimes."

"Everything is satisfactory."

"A fantastic place to come with friendly staff good food and I feel safe. Good respite for my daughter."

"I am satisfied with the service."

"I enjoy being here."

"I am very grateful to all the staff. Very well looked after."

"I think its great here, I meet people and make friends. The meals are lovely."

"Staff are very good, I like the company and we have lots of laughter, staff are so kind."

"I would like to play bingo less."

"Staff are helpful and kind, the place is lovely and clean and the outings will start again soon which is something to look forward to."

"Activities are fun and I can join in things that I like , I don't like board games but there is always something else on offer. I like seeing the wee dog that visits (pat a pet therapy dog)."

" I am always made welcome and without the transport I would not be able to get here. Coming here gives me something to look forward to and I've made friends. also having a lovely meal at lunchtime means I don't need to make much when I go home."

We also spoke with a prospective service user attending for an introductory day visit. This person told us that they had been made welcome and felt comfortable in the environment. They said that they would likely come back to the club.

Taking carers' views into account

We did not meet any relatives/carers at this inspection.

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

The service demonstrated the following strengths when enabling service users to make choices.

We saw that all service users were encouraged to visit the service for a day before deciding about committing to attending. A prospective service user was on a visit during our inspection and he told us that he had been most welcome and would consider joining the club.

We concluded that offering visits may help prospective service users and or their relatives/carers the opportunity to see the premises, the facilities available and to meet staff in advance of using the service.

Information about Lifecare service was available in leaflet form and their website and service users were also provided with a contract outlining information about the service and the terms and conditions of attendance. This information could potentially help service users understand how the service operates and their rights and responsibilities whilst using the service.

During this inspection we saw examples of where service users' choices were respected. This was in the activities offered, venue for these, levels of participation and in the meal and dining arrangements.

We also noted that service users were afforded the opportunity to achieve their potential through care/support planning, assessment and management of associated risks and liaison with other service providers supporting individuals. Staff knew service users well and were aware of their preferences while in the day centre.

We also saw that staff were aware of individual preferences for activities and interests. For example those who liked to join in group activities such as games and those who preferred quieter activities which were catered for accordingly in the smaller of the activity rooms.

This may be beneficial and a reassurance to service users to know that they have choices and can participate in activities at a level which they are comfortable with.

Staff also knew the importance of supporting service users to reduce social isolation and the importance of companionship and activity to support service users to achieve their potential. This was evident in the range of activities available which included those of a physical, cognitive, social, spiritual creative and cultural nature.

These may also may be of benefit to service users to help support their social needs and to help in maintaining abilities and interests.

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 Dean 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

The service demonstrated the following strengths when ensuring service users health and well-being.

All of the service users we spoke with spoke very highly of the quality of care/ support they received while attending the Dean Club.

We saw that there were varied activities and events available to service users. There was a programme of planned activities although service users told us that this could be changed depending on their preferences at the time. We saw that photographs of previous activities and events were on display and some were included in the service newsletters.

We saw some photographs which related a service users' birthday celebrations and the service user told us that she "felt special" having her photograph on display for her birthday. We concluded that having photographs of events and occasions on display may not only make some service users feel special but these could also promote a talking point for reminiscence of happy events which could contribute to service users' feeling of worth and well being.

Service users told us that they enjoyed activities such as board games, carpet bowls, quizzes, exercise classes and musical entertainment. We saw that fun and laughter was very much part of the interactions between service users and staff which promoted a welcoming and comfortable environment.

Service users told us that their views and preferences were listened to and that

they enjoyed attending the day centre. They also and felt that staff worked hard to make sure they had a good time.

We concluded that staff were making efforts to provide support to service users taking account of the need for social stimulation and maintaining interests, hobbies. which may contribute to their general health and feelings of wellbeing.

At lunch time we saw that service users used the Lifecare café to have their meal although there was a choice of main meal for them to have they could also request alternatives from the menu if preferred. We heard positive views on the quality and quantity of meals, snacks and drinks provided. Service users told us that they were always offered enough to eat and drink and told us that the meals were lovely.

We examined a sample of care/support plan files where we saw that each had been developed using the same format but the information was individual to each service user. Care/support plans had been informed from information provided on referral, through risk assessment and consultation with the service user and or relatives/carers.

We saw that these records noted the contact details for health care professionals involved in the care of the service user and included the GP, and other care providers, for example care at home services.

Care plans assessed the everyday living skills of the individual and any associated risk assessment for example, mobility needs, nutrition, eating and drinking and communication . The level of risk and any interventions of staff to reduce any perceived risks were also noted.

Reviews of the care/support plans took place at least once in a six month period and these were informed by evaluations of daily attendance records and the views of the service user and their relatives/carers.

In pre inspection questionnaires service users told that they safe in the service and overall they were happy with the quality of care this service gives.

A volunteer told us that they were very impressed with the quality of the service/care they saw being provided in this service. " This is a fantastic place, committed staff who want to provide a good service and there is lots of fun for everyone, the lunches are good too."

They also told us that although they had volunteered to help people they also felt that they had gained a hundred fold from service users.

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. We also spoke with service users to gain their views on the overall quality of staffing.

We have assessed that the service was performing at an excellent level for this statement.

All staff we spoke with were able to tell us about their work and were knowledgeable and confident in their interactions with service users. Staff impressed as being enthusiastic about the work they did to support service users. They also spoke of being keen to develop and improve the service taking account of comments and feedback from service users. For example, more one to one activities and outings.

We saw a lively, fun and inclusive approach to the range of activities provided and it was also noticeable that staff took an active part in the activities as well as facilitating these which service users thoroughly enjoyed.

Staff told us that they felt supported in their work and that supervision and appraisal helped them to maintain and develop good practices. Staff also confirmed that they received enough training to assist them in their work and felt that additional training would be provided if necessary to help them to support a service users' assessed needs. For example management of diabetes and management of epilepsy.

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 who also told us that they were confident that staff had the skills to support them. 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.

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

In one of 23 pre inspection questionnaires returned a service user disagreed that they were treated with respect, however no contact details were given and we were unable to follow this up through inspection. No-one we spoke with had any concerns about how they were treated.

However, we provided the manager with a copy of the pre inspection questionnaire summary for information and which may assist in future service development.

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	
2 Apr 2014	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
4 Oct 2011	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
15 Apr 2010	Announced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
28 Apr 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	2 - Weak
		Management and Leadership	4 - Good
17 Jun 2008	Announced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	3 - Adequate

		Management and Leadership	3 - Adequate
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