

**FINAL ST Ronan's
15th Sept 2016**

Quality Theme	Requirements/ Recommendations	Grades	Previous Grades
Quality of Care & Support		5 Very Good	5 Very Good
How well the service meets the needs of each person who uses it	<p>Requirements – 0</p> <p>Recommendations – 0</p> <p><u>What People Told Us - CI</u></p> <p><i>"I have had experience of a relative in care and had misgivings about the home involved. I can honestly say that St. Ronan's has been so much better than that experience. Staff are great and my relative is well cared for."</i></p> <p><i>"We are very pleased indeed with the service at St. Ronan's. Standards of hygiene and housekeeping are high and the environment is very homely. It really helps having the small units where there is always a good staff presence. Occasionally there are "hiccups". Overall a great and well led home."</i></p> <p><u>(Some) Findings from the Inspection</u></p> <p><i>Each care plan was outcome focussed and recorded what things were important to the individual in their daily routines. These also noted what the individual could do in each aspect of their care and what assistance they needed. This positive focus on ability rather than need may also help staff to support residents to maintain their independence skills.</i></p> <p><i>Overall we saw a very good standard of care being provided in St Ronan's.</i></p>		
Quality of Environment		5 Very Good	4 Good
Where the service is delivered; for example, how clean, well maintained and accessible it is, the atmosphere of the service, how welcoming it is	<p>Requirements – 0</p> <p>Recommendations – 0</p> <p><u>(Some) Findings from the Inspection</u></p> <p><i>Monthly assessment of each resident's needs informed the staffing provided in the home and took into account other staff duties such as cooking and laundry.</i></p>		

	<p><i>Residents and relative/carers we spoke with felt there were enough staff available and that staff had time to carry out their duties without being rushed.</i></p> <p><i>Overall we saw a clean, homely and well maintained environment.</i></p>		
Quality of Staffing		N/A	4 - Good
The quality of the staff, including their qualifications and training	Not Inspected		
Quality of Management & Leadership		N/A	4 - Good
How the service is managed and how it develops to meet the needs of the people who use it	Not Inspected		

**Oakview Day Service
26th September 2016**

Quality Theme	Requirements/ Recommendations	Grades	Previous Grades
Quality of Care & Support		4 Good	4 Good
How well the service meets the needs of each person who uses it	<p>Requirements – 0</p> <p>Recommendations – 0</p> <p><u>What People Told Us</u></p> <p><i>"I look forward to coming here."</i></p> <p><i>"They (the staff) are very responsive to any input I give and contact me promptly and appropriately to discuss any concerns re (my Relative)".</i></p> <p><u>(Some) Finding from the Inspection</u></p> <p><i>We found a warm relaxed atmosphere in the service and observed staff providing support in a way which promoted dignity.</i></p> <p><i>We observed a positive rapport between people using the service and staff with staff using humour appropriately to generate a pleasant rapport.</i></p> <p><i>We saw work had taken place to improve the quality of personal plans to make them accessible and provide guidance to staff to ensure consistent support was being provided.</i></p>		
Quality of Environment		3 Adequate	3 Adequate
Where the service is delivered; for example, how clean, well maintained and accessible it is, the atmosphere of the service, how welcoming it is	<p>Requirements – 1</p> <p>1. The service provider must ensure that toilet facilities are safe for people who require to use mobility aids.</p> <p>This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 Regulation 4 Welfare of users – a requirement that a provider must make proper provision for the health, welfare and safety of service users.</p> <p>Timescale for completion: Within four weeks of the receipt of this report.</p>		

	<p>Recommendations – 2</p> <p>1- Any plans to redecorate the building should take into account the needs of people with visual impairment including people with dementia.</p> <p>2- The service should ensure that the condition of furnishings provided are appropriate for a care service for older people.</p> <p><u>(Some) Findings from the Inspection</u></p> <p><i>The main lounge activity area had poor light levels.</i></p> <p><i>The possibility of providing additional lighting for people who may like to read while at the day service was discussed during the inspection feedback (See recommendation 1)</i></p> <p><i>Some of the seating provided was beginning to look "tired" and some armchairs were beginning to fray and discolour particularly around the arms of these chairs. (See recommendation 2)</i></p> <p><i>Space in the toilet area was limited. Staff were not saying the area was clearly unsafe however the current facilities with confined space could be placing people using the service and staff at an unnecessary level of risk. (See requirement 1)</i></p> <p><i>Servicing and maintenance records sampled evidenced that equipment was being adequately maintained to protect people using the service and the staff providing care and support.</i></p>		
Quality of Staffing		4 Good	4 Good
<p>The quality of the staff, including their qualifications and training</p>	<p>Requirements – 0</p> <p>Recommendations – 1</p> <p>1- Staff should receive regular one to one supervisions in line with service providers policy and regular access to team meeting to allow them to be involved in discussions on planning the service</p> <p><u>(Some) Findings from the Inspection</u></p> <p><i>Staff told us they did feel respected by managers, colleagues and people who used the service.</i></p>		

	<p><i>We saw that more formal systems to support staff involvement including one to one supervision meetings and team meetings were recorded.</i></p> <p><i>The frequency of these more formal systems to support staff should be increased.</i></p> <p>(See recommendation 1)</p>		
Quality of Management & Leadership		4 Good	4 Good
How the service is managed and how it develops to meet the needs of the people who use it	<p>Requirements – 0</p> <p>Recommendations – 0</p> <p><u>(Some) Findings from the Inspection</u></p> <p><i>Staff told us they had received feedback from their supervisor on how they provided care and they described feedback as being accurate and supportive. Staff told us it was helpful when a supervisor worked alongside them.</i></p> <p><i>Work to improve the content and presentation of personal plans had been identified as a priority; this work had been carried out.</i></p> <p><i>We found evidence of regular audits and checks including environmental checks with any faults noted and progress in carrying out repairs monitored.</i></p>		

Hawick Community Support Service
28th September 2016

Quality Theme	Requirements/ Recommendations	Grades	Previous Grades
Quality of Care & Support		5 Very Good	4 Good
How well the service meets the needs of each person who uses it	<p>Requirements – 0</p> <p>Recommendations – 1</p> <p>The service provider should ensure that support plans and risks assessments contain comprehensive information to safely support the individual and manage any identified risks. There should be clear information for staff to follow to ensure consistency of practice. National Care Standards Care at Home – Standard 4 Management and Staffing.</p> <p><u>What People Told Us</u></p> <p><i>"Staff have been there emotionally for me through thick and thin".</i></p> <p><i>"Staff still supported me when I was in hospital".</i></p> <p><i>"The staff really do care about me".</i></p> <p><i>"We were not sure how (name) would get on with support at the start but there have been no problems at all".</i></p> <p><u>(Some) Findings from the Inspection</u></p> <p><i>We could see that service users had very good, trusting relationships with staff and they were confident to approach them, or contact the office for support.</i></p> <p><i>Support planning information needed to be improved and made more accessible..... It was evident that staff knew service users well and were supporting them to be as safe as possible; however this needs to be reflected in support plans with clear guidance for staff to follow.</i></p> <p><i>The service had taken prompt action to improve support plans and during feedback we saw risk management plans that had been developed. We recommend that the service ensure all support plans fully detail how the individual's needs will be met and manage any identified risk. (Recommendation 1).</i></p>		

Quality of Staffing		5 Very Good	4 Good
<p>The quality of the staff, including their qualifications and training</p>	<p>Requirements – 0</p> <p>Recommendations – 0</p> <p><u>(Some) Findings from the Inspection</u> <i>All training was up to date and regularly updated when required. This ensured that all staff were confident and competent to support service users with often complex care needs.</i></p> <p><i>Systems were also in place to ensure staff were supported within their role and to ensure their learning and development was on-going. This included regular supervision sessions where staff could meet with their line manager to discuss issues or concerns.</i></p> <p><i>Team meeting minutes demonstrated that weekly team meetings continued to be held.</i></p> <p><i>A main strength of the service was the very good honest and trusting relationships that had developed between staff and service users. Staff supported individuals in a caring, sensitive and respectful manner and service users clearly valued the support they received.</i></p>		
Quality of Management & Leadership		4 Good	4 Good
<p>How the service is managed and how it develops to meet the needs of the people who use it</p>	<p>Requirements – 0</p> <p>Recommendations – 2</p> <p>1- The service provider should ensure that events/incidents are accurately recorded, monitored and evaluated to influence support planning and risk assessment information. They should ensure they notify the Care Inspectorate of any incidents as required. National Care Standards, Care at Home – Standard 4 Management and Staffing</p> <p>We have signposted the manager to, “Records that all registered care services must keep guidance on notification reporting”.</p> <p>2- The service provider should develop and implement quality assurance systems and audits to ensure effective oversight and monitoring of all aspects of the service provided. The system should effectively enable strengths and areas for improvement to be promptly identified and outcomes collated into an over action/service plan. National Care Standards, Care at Home – Standard 4 Management & Staffing.</p>		

(Some) Findings from the Inspection

Feedback was sought from service users, families and other partners through questionnaires. We saw positive feedback including requests for changes to be made to the care and support which had been responded to.

Staff were encouraged and supported to raise their views through systems such as supervision and staff meetings. The introduction of peer meetings enabled staff to independently raise comments and suggestions in a confident way. We saw examples where staff were empowered to take the lead and maintain responsibility for the care and support of a service user.

We also considered that some of the events/incidents that had occurred should have been notified to the Care Inspectorate as required.

(Recommendation 1)

Although there were some audits of medication and supervision, there was no formal quality assurance system in place to monitor and evaluate all areas of service provision. We were told at feedback that this was an identified area for improvement across the organisation and a quality assurance audit tool kit was being developed. A new role of quality and performance manager was to be introduced which we consider would further ensure consistency and quality within the service.

(Recommendation 2)