

FINAL Oakview Day Service Inspection Report

About the Service:

The service is registered to provide day care to a maximum of 15 older adults. The service objectives include:

- * To provide a quality service which responds to the needs of the service users in a person centred, flexible and innovative way within budgetary resources.
- * To provide an environment for promoting social inclusion and independence to enable service users to remain within their own home and to avoid unnecessary hospital and residential care admission
- * To create an atmosphere of empowerment and belonging for service users

Feedback from people using the service to the Inspector during the Inspection:

The feedback was very positive and all the people who attended the service felt that they were included and that choice, dignity and respect was offered at all times.

"Very good !"

"Keeps the brain working; I enjoy the quizzes and activities"

We received feedback from a relative of a service user who said "My sister only started to attend two months ago. Enjoys every day she is there. Staff pleasant and provide stimulation for my sister who has dementia. Staff encourage my sister to participate and encourage her to teach others"

Quality Theme	Requirements/ Recommendations	Grades	Previous Grades
Quality of Care & Support		4	4
How well the service meets the needs of each person who uses it	Requirements - 0 Recommendations – 0 <u>Overview of Findings from the Inspection</u> During the Inspection, there were 2 service care standard questionnaire returned and 9 people who use the service gave verbal feedback. The feedback is described in the report as " Very positive and all the people who attended the service felt they were included and that choice, dignity and respect was offered at all times." There was a very encouraging focus on		

	<p>observations of good interactions between service users and the staff team that were supportive and promoted choice in the Quality of Care and support section of the report. It is noted that people felt the service provided companionship and the opportunity to spend time with other people thus reducing feelings of isolation and confidence to people using the service that there was someone to talk to and provide support where they needed it. This is hugely positive to hear from the people using the service as it meets the fundamental aim and objective of the service.</p>		
Quality of Environment		3	3
<p>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>	<p>Requirements – 0 Recommendations - 1</p> <p><u>Overview of Findings from the Inspection</u></p> <p>There was a previous requirement in relation to the environment, it was felt that one of the bathrooms was not safe for people who require to use mobility aids. The Management team assessed the need to use this particular bathroom when there were sufficient facilities that were suitable to the needs of the service users so took a decision to decommission that particular bathroom as it was not required. The building is not SBC stock so there are limitations to alterations as well as budget implications so this was felt to be the option that would ensure the safety of the people using the service as well as meeting the requirement. Eildon Housing owns the building and there have been previous discussions in regards to who is responsible for continued maintenance of the building. This has hampered progress with some of the previous requirements indicated in the last report. However the environment is now "tired" and would benefit from upgrade. We observed scuffed woodwork and walls. Some ceilings had water infiltration marks which would benefit from freshening up. Lighting continued to be an issue in the main sitting room.</p> <p><u>Recommendation 1:</u> In order to ensure service users have confidence that the environment is safe, with adapted equipment and furnished to meet service user needs the provider should make a plan over the coming year to audit and take forward a plan to tackle some of the issues highlighted in the report.</p>		
Quality of Staffing		3	4
<p>The quality of the staff, including their qualifications and</p>	<p>Requirements – 0 Recommendations – 2</p>		

training	<p><u>Overview of Findings from the Inspection</u></p> <p>“Staff told us if they needed advice or support this was available. The registered manager visited the service on a weekly basis and senior carers provided the one to one support. Staff that support the day service are also employed in other areas that some of the service users attend for respite. This is beneficial for service users as when they attend this service they have familiar faces that they know.</p> <p>A decrease in the number of referrals to the service was described as having a negative impact on staff morale however this was not reflected in the work of the staff who continued to be focused on their duties and to work to provide the people who used the service with a positive experience of day support.</p> <p>Mandatory training was completed however we were unable to view a clear training matrix which identified when staff had received training and when mandatory training was due to expire. The service is recommended to look at how they can identify specialist training which is person led and relevant to the people the staff team support.”</p> <p><u>Recommendation 1:</u></p> <p>1. To make sure that people have confidence in support workers who care and support them the service should ensure staff;</p> <ul style="list-style-type: none"> * Receive regular one to one supervision in line with service providers policy * Have regular access to team meetings to allow them to be involved in discussions on planning the service. <p><u>Recommendation 2:</u></p> <p>2. To reassure people with dementia and specialist health care needs that support workers caring for them have the right skills, knowledge and expertise the manager should;</p> <ul style="list-style-type: none"> * Ensure support workers undertake appropriate training. * When there is a new referral to the service any specialist needs should be identified and any specific training should be undertaken. 		
Quality of Management & Leadership		3	4
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 – 2</p> <p><u>Overview of Findings from the Inspection</u></p> <p>We discussed the current management structure at the feedback session. SB Cares is</p>		

	<p>currently reviewing day services highlighting areas which could be improved and developed to deliver a more flexible service to people in the community. Audits were completed every three months. The areas audited included service user information, incidents and accidents, recording and legal powers. The senior support workers from the supporting care home primarily completed these audits.</p> <p><u>Recommendation 1:</u> 1. To reassure people that the staff team have the correct knowledge and skills to develop the service the service should ensure that all staff supporting from another service are given flexibility to be able to identify development areas that they can discuss with the manager to progress.</p> <p><u>Recommendation 2:</u> 2. To ensure that people have confidence in the service they should develop methods where the senior manager is also observing documentation for accuracy and consistency.</p>		
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