

**DRAFT Victoria Park Day Service  
3<sup>rd</sup> May 2016**

<b>Quality Theme</b>	<b>Requirements/ Recommendations<sup>1</sup></b>	<b>Grades</b>	<b>Previous Grades</b>
<b>Quality of Care &amp; Support</b>		<b>5 – Very Good</b>	<b>5 – Very Good</b>
Statement 3 - We ensure that service users health and wellbeing needs are met.	<p>Requirements – 0</p> <p>Recommendations – 4</p> <ul style="list-style-type: none"> <li>The service should ensure that progress towards the personal outcomes identified are discussed at review meetings and the service users view on the progress is clearly recorded. National Care Standards for Support Services, Standard 4, Support Arrangements.</li> <li>The service should ensure that they have copies of the relevant documentation granting other the power to make decisions on behalf of services users e.g. guardianship, power of attorney. National Care Standards for Support Services, Standard 4 Support Arrangement's.</li> <li>The service should ensure that a case note record is made for each visit. National Care Standards for Support Services, Standard 4, Support Arrangements. National Care Standards for Support Services, Standard 2, Management and Staffing Arrangements.</li> <li>The service should update the Equality, Diversity and Human Rights policy so that it covers service users and not just staff. National Care Standards for Support Services, Standard 2, Management and Staffing Arrangements.</li> </ul>	<b>5 – Very Good</b>	<b>5 – Very Good</b>
Statement 6 – People who use, or would like to use the service, and those who are ceasing the service, area fully informed as to what the service provides.	<p>Requirements – 0</p> <p>Recommendations – 1</p> <ul style="list-style-type: none"> <li>The service should ensure that there is a signed service agreement for each person which details the service provided and its cost. National Care Standards for Support Services, Standard 3, Your legal rights.</li> </ul>	<b>5 – Very Good</b>	<b>Not inspected</b>
<b>Quality of Environment</b>		<b>5 – Very Good</b>	<b>6 – Excellent</b>
Statement 2 – We make sure that the environment is safe and service users are protected.	<p>Requirements – 0</p> <p>Recommendations – 0</p>	<b>5 – Very Good</b>	<b>6 – Excellent</b>

Statement 4 – The accommodation we provide ensures that the privacy of service users is respected.	Requirements – 0 Recommendations – 0	<b>6 - Excellent</b>	<b>Not inspected</b>
<b>Quality of Staffing</b>		<b>5 – Very Good</b>	<b>5 – Very Good</b>
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.	Requirements – 0 Recommendations – 1 <ul style="list-style-type: none"> <li>Service users and their families should be involved in all aspects of recruitment including adverts, job descriptions, interviews and the final decision. This should be evidenced in writing. Training should be offered to services users and their family in relation to this so that they can be fully participate and develop their own questions. National Care Standards for Support Services, Standard 2, Management and Staffing. National Care Standards for Support Services, Standard 12, Expressing your views.</li> </ul>	<b>5 – Very Good</b>	<b>Not inspected</b>
Statement 3 – We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice	Requirements – 0 Recommendations – 3 <ul style="list-style-type: none"> <li>The services should ensure that staff are given training on the Scottish Government Keys to Life Strategy and Winterbourne View to increase their understanding of the issues and recommendations relating to these. National Care Standards for Support Services, Standard 2, Management and Staffing Arrangements.</li> <li>The service needs to change their whistleblowing policy to state that staff can contact the Care Inspectorate at any time in the process. National Care Standards for Support Services, Standard 2, Management and staffing arrangements.</li> <li>The Adult Support and Protection policy needs to be re-written to reflect the service's own processes. It would benefit from a flowchart to explain the process to staff and should hold the appropriate contact details. National Care Standards for Support Services, Standard 2, Management and staffing arrangements.</li> </ul>	<b>5 – Very Good</b>	<b>5 - Very Good</b>
<b>Quality of Management and Leadership</b>		<b>5 – Very Good</b>	<b>5 – Very Good</b>
Statement 3 – To encourage good quality care, we promote leadership values in their workforce.	Requirements – 0 Recommendations – 2 <ul style="list-style-type: none"> <li>Supervision could be improved by having discussions on staff well-being and more staff reflection on their practice. The service could also improve team meetings by having more reflection on staff practice and values. Promoting leadership value should be a permanent</li> </ul>	<b>5 – Very Good</b>	<b>Not inspected</b>

	<p>item in team meetings and supervision. National Care Standards for Support Services, Standard 2, Management and Staffing Arrangements.</p> <ul style="list-style-type: none"> <li>The services incident reporting procedure needs to be developed to be based on the ABC model (Antecedent, Behaviour, Consequence) in-line with good practice. They could also benefit from more details about how the support plan or risk assessment was updated so this can be cross referenced. National Care Standards for Support Service, Standard 2, Management and Staffing arrangements.</li> </ul>		
<p>Statement 4 – We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.</p>	<p>Requirements – 0</p> <p>Recommendations – 4</p> <ul style="list-style-type: none"> <li>The complaints policy should clarify that people can contact the Care Inspectorate at any point in the process. National Care Standards for Support Services, Standard 2, Management and Staffing Arrangements.</li> <li>The service should obtain feedback from other stakeholders such as social workers and health professionals. The service could use review meetings as a method of doing this and getting additional feedback from service users and family. National Care Standards for Support Services, Standard 2, Management and Staffing arrangements.</li> <li>The service could develop its auditing process including using an external auditor or a manager from another SB Cares service to audit the service. National Care Standards for Support Services, Standard 2, Management and staffing arrangements.</li> <li>All aspects of quality assurance should feed into an overall action plan. National Care Standards for Support Services, Standard 2, Management and staffing arrangements.</li> </ul>	<p><b>5 – Very Good</b></p>	<p><b>5 – Very Good</b></p>

**DRAFT - Home Care East**  
**24<sup>th</sup> March 2016**

Quality Theme	Requirements/ Recommendations	Grades	Previous Grades
<b>Quality of Care &amp; Support</b>		4 – Good	4 – Good
Statement 1 – We ensure that service users and carers participate in assessing and improving the quality of care and support provided by the service.	<p>Requirements – 1</p> <ul style="list-style-type: none"> <li>• The service provider must ensure that all people who use the service have their care needs reviewed on a six monthly basis and more often if changes in circumstances necessitate a more frequent review. This is to comply with The Social Care &amp; Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 Regulation 5 (3) (b) (iii) Personal Plans – a requirement that a provider must review personal plans at least once in every six month period when the service user is in receipt of the service. <b>Timescale:</b> Within 6 weeks of the receipt of report.</li> </ul> <p>Recommendations – 1</p> <ul style="list-style-type: none"> <li>• The service should ensure that written agreements are signed and dated by everyone involved. National Care Standards. Care at Home. Standard 2. The written agreement.</li> </ul>	4 – Good	4 – Good
Statement 3 We ensure that service users health and wellbeing needs are met.	<p>Requirements – 2</p> <ul style="list-style-type: none"> <li>• The service provider must ensure that sufficient staffing is in place to meet the needs of all the people who use this service. Staffing must be organised and scheduled in a way which ensures all service users are, in the main, receiving consistent support from people that have had time to form a working relationship with. This is 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. <b>Timescale</b> Within six weeks of receipt of report.</li> <li>• The service provider must ensure that the level of detail in personal plans is sufficient to ensure all staff have the information required to fully meet the care needs to the individuals they are caring for. This is to comply with The Social Care and Social Work Improvement Scotland (Requirement for care services ) Regulation 2011/210 Regulation 4 (1) (a) (b) – Welfare of users, and should also take account of the National Care Standards, Care at Home, Standard 4. <b>Timescale</b> - Within six weeks of receipt of report.</li> </ul> <p>Recommendations – 1</p>	4 – Good	4 – Good

	<ul style="list-style-type: none"> <li>The service should ensure that all personal planning information held in people's homes is up to date and accessible. Personal plans should be regularly audited to ensure that they are working documents with the necessary information present. Any out of date information should be removed. National Care standards. Care at Home. Standard 3 Your Personal Plan.</li> </ul>		
<b>Quality of Staffing</b>		<b>3 – Adequate</b>	<b>4 – Good</b>
Statement 1 - We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.	<p>Requirements – 0</p> <p>Recommendations – 0</p>	4 – Good	4 - Good
Statement 3 – We have professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.	<p>Requirements – 2</p> <ul style="list-style-type: none"> <li>The service provider must ensure that all staff receive training needed to carry out their duties. Training should be planned, recorded and monitored by managers to ensure all staff are receiving mandatory training within stipulated timescales. This is order to comply with the Social Care and Social Work Scotland (Requirements for Care Services) Regulations 2011. SS12011/210 (a) a regulation which states that at all times sufficient suitably qualified and competent persons are working in care services to meet the needs of service users. <b>Timescale</b> – six weeks from the receipt of report.</li> <li>The service provider must ensure that all new staff are fully prepared for the duties they have to undertake. This is order to comply with the Social Care and Social Work Scotland (requirements for Care Services) Regulations 2011. SS12011/210 (a) a regulation which states that at all times sufficient suitably qualified and competent persons are working in care services to meet the needs of service users. <b>Timescale</b> – six weeks from the receipt of report.</li> </ul> <p>Recommendations – 2</p> <ul style="list-style-type: none"> <li>All staff should have access to regular one to one supervision as laid out in the services policy guidelines. National Care Standards. Care at Home, Standard 4 Management and Staffing.</li> <li>The service should ensure that methods are put in place to evaluate the effectiveness of e-learning undertaken by individuals to confirm it is having a positive impact on the care and support provided by the individual staff who are undertaking the training. National Care Standards. Care at Home. Standard 4. Management and staffing arrangements.</li> </ul>	3 – Adequate	4 - Good
<b>Quality of Management and Leadership</b>		<b>3 – Adequate</b>	<b>4 - Good</b>
Statement 1 – We ensure that service users and carers participate in assessing and improving	<p>Requirements – 0</p> <p>Recommendations – 0</p>	4 – Good	4 - Good

the quality of the management and leadership of the service			
Statement 4 – We use quality assurance systems and processes which involve services users, carers, staff and stakeholder to assess the quality of services provided	<p>Requirements – 3</p> <ul style="list-style-type: none"> <li>• The service provider must ensure that effective quality assurance methods are in place. This must include: Ensuring records are maintained in the homes of people using the service are returned to be audited to ensure records including records of medication administration are being appropriately and accurately maintained. Ensuring systems are in place to routinely monitor staff care practice. This is to comply with The Social Care and Social Improvement Scotland (Requirement for care services) Regulation 2011/210 Regulation 4 (1) (a) (b) – Welfare of users, and should also take account of the National Care Standards, Care at Home, Standard 4. <b>Timescale</b> – six weeks from the receipt of this report.</li> <li>• The service provider must ensure that all scheduled visits are carried out. Any missed visits much be recorded. The cause of the missed visit identified and appropriate remedial action taken to ensure the visits are not missed. A log of missed visits must be maintained to identify any trends which potentially will provide information to reduce the chance of visits being missed in the future. This is to comply with The Social Care and Social Work Improvement Scotland (Requirement for care services) Regulation 2011/210 Regulation 4 (1) (a) (b) – Welfare of users, and should take account of the National Care Standards, Care at Home, Standard 4. <b>Timescale</b> – one week from receipt of this report</li> <li>• The provider must ensure that the Care Inspectorate are informed about all notifiable events using the e-form notification system in line with Care Inspectorate Guidance. This is to comply with The Public Services Reform (Scotland) Act 2010, Section 53 (6) SCSWIS may at any time require a person providing any social service to supply it with any information relating to the service which is considers necessary or expedient to have for the purposes of its functions under this Part.  <b>Timescale</b> – within 24 hours of the receipt of this report</li> </ul> <p>Recommendations – 0</p>	3 – Adequate	4 - Good

**DRAFT - Home Care West**  
**24<sup>th</sup> February 2016**

Quality Theme	Requirements/ Recommendations	Grades	Previous Grades
<b>Quality of Care &amp; Support</b>		<b>4 - Good</b>	<b>4 - Good</b>
Statement 1 – We ensure that service users and carers participate in assessing and improving the quality of care and support provided by the service.	Requirements – 0  Recommendations – 2 <ul style="list-style-type: none"> <li>• The service should ensure that written agreements are signed and dated by everyone involved. National Care Standards. Care at Home. Standard 2. The written agreement.</li> <li>• The service should ensure that personal plans are updated as staff learn more about the preferences of people using the service. National Care Standards Care at Home, Standard 3. Your personal plan.</li> </ul>	<b>4 – Good</b>	<b>4 – Good</b>
Statement 3 We ensure that service users health and wellbeing needs are met.	Requirements – 3 <ul style="list-style-type: none"> <li>• The service provider must ensure that medicines are administered as prescribed. Medication records must be consistently and accurately maintained. This is to comply with The Social Care and Social Work Improvement Scotland (requirement for Care Services) Regulation 2011/210 Regulation 4 (i) (a) (b) – Welfare of Users, and should also take into account of the National Care Standards, Care at Home Standard 4. <b>Timescale</b> – within 24 hours of receipt of this report.</li> <li>• The service provider must ensure that the level of detail in personal plans is sufficient to ensure all staff have the information required to fully meet the care needs of the individuals they are caring for. This is to comply with The Social Care and Social Work Improvement Scotland (Requirement for Care Services) Regulation 2011/210 Regulation 4 (1) (a) (b) – Welfare of users, and should also take account of The National Care Standards, Care at Home, Standard 4. <b>Timescale</b> within six weeks of the receipt of this report.</li> <li>• The service must ensure that all service users including people living at Dovecot Court receive care in line with their assessed care needs. The length of care visits must be recorded and monitored to ensure that this is happening. This is order to comply with the Social Care and Social Work Scotland (requirements for Care Services) Regulations 2011. SS12011/210 4 (1) (a) regulation which states that a provider must make proper provision for the health and welfare of service users. <b>Timescale</b> – within four weeks of the receipt of report</li> </ul>	<b>4 – Good</b>	<b>4 – Good</b>

	Recommendations – 0		
<b>Quality of Staffing</b>		<b>3 –Adequate</b>	<b>4 - Good</b>
Statement 1 - We ensure that service users and carers participate in assessing and improving the quality of staffing in the service	Requirements - 0 Recommendations – 0	4 Good	4 Good
Statement 3 - We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice	<p>Requirements - 2</p> <ul style="list-style-type: none"> <li>• The service provider must ensure that all staff receive training needed to out their duties. Training should be planned, recorded and monitored by managers to ensure all staff are receiving mandatory training within stipulated timescales. This is order to comply with the Social Care and Social Work Scotland (requirements for Care Services) Regulations 2011. SS12011/210 (a) a regulation which states that at all times sufficient suitably qualified and competent persons are working in care services to meet the needs of service users. <b>Timescale</b> – six weeks from the receipt of this report.</li> <li>• The service provider must ensure that all new staff are fully prepared for the duties they have to undertake. . This is order to comply with the Social Care and Social Work Scotland (requirements for Care Services) Regulations 2011. SS12011/210 (a) a regulation which states that at all times sufficient suitably qualified and competent persons are working in care services to meet the needs of service users. <b>Timescale</b> – six weeks from the receipt of this report.</li> </ul> <p>Recommendations – 3</p> <ul style="list-style-type: none"> <li>• All staff should have access to regular one to one supervision as laid out in the services policy guidelines. National Care Standard. Care at Home, Standard 4 Management and Staffing.</li> <li>• The service provider should consider the dementia training needs of staff and provide training for all staff to meet these needs. The training should meet the standards set by the ‘Promoting Excellence’ programme, promoted by the SSSC. National Care Standards. Care at Home. Standard 4 Management and Staffing.</li> <li>• The service should ensure that methods are put in place to evaluate effectiveness of e-learning undertaken by individuals to confirm it is having a positive impact on the care and support provided by the individual staff who are undertaking the training. National Care Standards. Care at Home. Standard 4. Management and staffing arrangements.</li> </ul>	3- Adequate	4 – Good

<b>Quality of Management and Leadership</b>		<b>4 –Good</b>	<b>4 - Good</b>
Statement 1 – We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service	Requirements – 0 Recommendations – 0	4 – Good	4 - Good
Statement 4 – We use quality assurance systems and processes which involve services users, carers, staff and stakeholder to assess the quality of services provided	<p>Requirements – 3</p> <ul style="list-style-type: none"> <li>• The service provider must ensure that effective quality assurance methods are in place. This must include: Ensuring records are maintained in the homes of people using the service are returned to be audited to ensure records including records of medication administration are being appropriately and accurately maintained. Ensuring systems are in place to routinely monitor staff care practice. This is to comply with The Social Care and Social Improvement Scotland (Requirement for care services) Regulation 2011/210 Regulation 4 (1) (a) (b) – Welfare of users, and should also take account of the National Care Standards, Care at Home, Standard 4. <b>Timescale</b> – six weeks from the receipt of this report.</li> <li>• The service provider must ensure that all scheduled visits are carried out. Any missed visits much be recorded. The cause of the missed visit identified and appropriate remedial action taken to ensure the visits are not missed. A log of missed visits must be maintained to identify any trends which potentially will provide information to reduce the chance of visits being missed in the future. This is to comply with The Social Care and Social Work Improvement Scotland (Requirement for care services) Regulation 2011/210 Regulation 4 (1) (a) (b) – Welfare of users, and should take account of the National Care Standards, Care at Home, Standard 4.</li> <li>• <b>Timescale</b> – one week from receipt of this report</li> <li>• The provider must ensure that the Care Inspectorate are informed about all notifiable events using the e-form notification system in line with Care Inspectorate Guidance. This is to comply with The Public Services Reform (Scotland) Act 2010, Section 53 (6) SCSWIS may at any time require a person providing any social service to supply it with any information relating to the service which is considers necessary or expedient to have for the purposes of its functions under this Part.  <b>Timescale</b> – within 24 hours of the receipt of this report</li> </ul> <p>Recommendations – 1</p> <ul style="list-style-type: none"> <li>• The service should ensure sufficient staffing is provided to ensure managers receive adequate</li> </ul>	4 – Good	4 – Good

	administrative support to ensure information is available to managers to support their Quality Assurance role. National Care Standards. Care at Home. Standard 4 Management and Staffing.		
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**Saltgreens Care Home  
Inspection 26<sup>th</sup> January 2016**

Quality Theme	Requirements/ Recommendations	Grades	Previous Grades
<b>Quality of Care &amp; Support</b>		<b>3 Adequate</b>	<b>4 Good</b>
Statement 1 - We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service	Requirements – 1 <ul style="list-style-type: none"> <li>• The service provider must ensure that all people who used the service have their care needs reviewed at least once in every six month period. A system to plan and record reviews must be maintained. This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 Regulation 5 (2) (b) (iii) a requirement regular reviews are undertaken. <b>Timescale</b> – The provider must do this within one week of receipt of this report.</li> </ul> Recommendations – 0	3 Adequate	5 Very Good
Statement 3 - We ensure that service users' health and wellbeing needs are met	Requirements – 2 <ul style="list-style-type: none"> <li>• The service provider must ensure that safe medication practice is maintained. All medication must be stored in line with the manufacturers guidance. Where temperatures are recorded above the manufacturers recommend storage temperatures remedial action must be taken to ensure medication is being stored in a safe manner. This is in order to comply with the Social Care &amp; Social Work Scotland (Requirements for Care Services) Regulations 2011. SS1 2011.210 4 (1) (a) a regulation which states that a provider must make proper provision for the health and welfare of service users. <b>Timescale</b> – The provider must do this within one week of receipt of this report.</li> <li>• The service provider must ensure that where a risk assessment identified the need for recording for example regular weights or fluid intake charts then these records are consistently maintained to ensure the safety and well-being of residents. These records must be regularly audited to ensure they are being correctly maintained. This is in order to comply with the Social Care &amp; Social Work Scotland (Requirements for Care Services) Regulations 2011. SS1 2011/210 4 (1) (a) a regulation which states that a provider must make proper provision for the health and welfare of service users. <b>Timescale</b> – The provider must do this within one of receipt of this report.</li> </ul> Recommendations – 1 <ul style="list-style-type: none"> <li>• The service should ensure daily records are maintained consistently for all people who use the service. Activities which people are supported to be involved in should be recorded daily.</li> </ul>	3 Adequate	4 Good

	National Care Standards. Care homes for older people. Standard 5. Management and staffing arrangements.		
<b>Quality of Care &amp; Support</b>		<b>3 Adequate</b>	<b>4 Good</b>
Statement 1 – We ensure that service users and carers participate in assessing and improving the quality of the environment within the service	Requirements - 0 Recommendations - 0	3 Adequate	5 Very Good
Statement 2 – We make sure that the environment is safe and service users are protected	<p>Requirements – 2</p> <ul style="list-style-type: none"> <li>The service provider must ensure that risk assessment to ensure all people using the service are safe with respect to the services of policy of having an unlocked front door during daylight hours are regularly updated. This is in order to comply with the Social Care &amp; Social Work Scotland (Requirements for Care Services) Regulations 2011. SS1 2011/210 4 (1) (a) a regulation which states that a provider must make proper provision for the health and welfare of service users. <b>Timescale</b> – The provider must do this within one week of receipt of this report.</li> <li>The service provider must ensure that temperatures in the care home are monitored to ensure that an adequate ambient temperature is maintained in all areas of the care home at all times. This is in order to comply with the Social Care &amp; Social Work Scotland (Requirements for Care Services) Regulations 2011. SS1 2011/210 4 (1) (a) a regulation which states that a provider must make proper provision for the health and welfare of service users. <b>Timescale</b> – The provider must do this within one week of receipt of this report.</li> </ul> <p>Recommendations – 1</p> <ul style="list-style-type: none"> <li>Scrape and impact damage should be repaired and redecorated to ensure the environment is appropriate for a care home for older people. National Care Standards. Care homes for older people. Standard 5 your environment.</li> </ul>	3 Adequate	4 Good

Quality of Staffing		3 Adequate	4 Good
Statement 1 - We ensure that service users and carers participate in assessing and improving the quality of staffing in the service	Requirements - 0 Recommendations - 0	3 Adequate	5 Very Good
Statement 3 - We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice	Requirements - 0 Recommendations – 4 <ul style="list-style-type: none"> <li>• The service should ensure that all staff should have access to regular and consistent one to one supervision meetings with their line manager/supervisor. One to one supervision meetings should facilitate discussions about practice, provide updates and identify training and development needs. National Care Standards. Care homes for older people. Standard 5. Management and Staffing, and the Scottish Social Services Council, Code of Practice for Employers Section 2.2.</li> <li>• The service should ensure that all staff have access to regular staff meetings to ensure they have the opportunity to discuss how care is provided. National Care Standards. Care homes for older people. Standard 5, Management and staffing arrangements.</li> <li>• The service should ensure that methods are put in place to evaluate the effectiveness of e-learning undertaken by individuals to confirm it is having a positive impact on the care and support provided by the individual staff who are undertaking the training. National Care Standards. Care homes for older people. Standard 5, Management and staffing arrangements.</li> <li>• The deployment of staff in the care home should be pro-actively managed on a daily basis to ensure that the needs of all the people using the service are met. National Care Standards. Care homes for older people. Standard 5, Management and staffing arrangements.</li> </ul>	3 Adequate	4 Good

<b>Quality of Management and Leadership</b>		<b>3 Adequate</b>	<b>4 Good</b>
Statement 1 - We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service	Requirements - 0 Recommendations - 0	3 Adequate	5 Very Good
Statement 4 - We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide	Requirements – 1 <ul style="list-style-type: none"> <li>• The service provider must ensure that minimum staffing levels as stipulated on the care homes staffing schedule are maintained at all times. This is order to comply with the Social Care and Social Work (Requirements for Care Services) Regulations 2011. SS1 2011/210 15 (a) a regulation which states that a provider must make proper provision for the health and welfare of service users. <b>Timescale</b> – The provider must do this within 24 hours of the receipt of this report.</li> </ul> Recommendations - 0	3 Adequate	4 Good

**Berwickshire Dementia Day Service  
Inspection 11 February 2016**

<b>Quality Theme</b>	<b>Requirements/ Recommendations</b>	<b>Grades</b>	<b>Previous Grades</b>
<b>Quality of Care &amp; Support</b>		<b>4 Good</b>	<b>3 Adequate</b>
Statement 1 - We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service	<p>Requirements - 0</p> <p>Recommendations – 2</p> <ul style="list-style-type: none"> <li>• The service should ensure that personal plans are being regularly updated as staff learn more about the preferences of people who use the service. National Care Standards. Support Services Standard 4. Support arrangements.</li> <li>• People using the service and potential service users should have access to information on what they can expect from the service. National Care Standards. Support Services Standard 4. Support arrangements</li> </ul>	4 Good	4 Good
Statement 3 - We ensure that service users' health and wellbeing needs are met	<p>Requirements - 0</p> <p>Recommendations – 2</p> <ul style="list-style-type: none"> <li>• The service should review the way personal plans are structured to include clearer methods to identify and record the outcomes that can be achieved with services users to enable them to maintain skills and independence. National Care Standards. Support Services. Standard 4. Support arrangements.</li> <li>• The service should increase the opportunities for service users to be supported to access activities and amenities in the local community. National Care Standards. Support Services. Standard 8. Making choices.</li> </ul>	4 Good	3 Adequate

<b>Quality of Environment</b>		<b>4 Good</b>	<b>2 Weak</b>
Statement 1 – We ensure that service users and carers participate in assessing and improving the quality of the environment within the service	Requirements - 0 Recommendations – 0	4 Good	4 Good
Statement 2 - We make sure that the environment is safe and service users are protected	Requirements – 1 <ul style="list-style-type: none"> <li>The service provider must ensure that cleaning materials and other items which could be hazardous are stored securely.</li> </ul> Recommendations – 0	3 Adequate	2 Weak
<b>Quality of Staffing</b>		<b>4 Good</b>	<b>2 Weak</b>
Statement 1 - We ensure that service users and carers participate in assessing and improving the quality of staffing in the service	Requirements - 0 Recommendations – 0	4 Good	4 Good
Statement 3 - We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice	Requirements - 0 Recommendations – 1 <ul style="list-style-type: none"> <li>The service should ensure that a training plan is maintained and regularly updated and training records allow managers to have an easy overview of training undertaken and training needed. National Care Standards. Support services, Standard 2. Management and staffing.</li> </ul>	4 Good	2 Weak

<b>Quality of Management and Leadership</b>		<b>4 Good</b>	<b>2 Weak</b>
Statement 1 - We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service	Requirements - 0 Recommendations – 0	4 Good	4 Good
Statement 4 - We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide	Requirements - 0  Recommendations – 1 <ul style="list-style-type: none"> <li>• The service should carry out a quality assurance survey specific to Berwickshire Dementia Day Service which seeks the views of involved professionals. This should be used to assess the quality of the service as a planning tool for future development. National Care Standards. Support services. Standard 2. Management and staffing arrangements.</li> </ul>	4 Good	2 Weak