

Inspection report

Gowrie Care Limited - Dundee Central Support Service

5 Canning Place
Hilltown
Dundee DD3 7RT

Inspected by: Shona Adam
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 21 February 2008

Service Number

CS2004078934

Service name

Gowrie Care Limited - Dundee Central

Service address5 Canning Place
Hilltown
Dundee DD3 7RT**Provider Number**

SP2003000083

Provider Name

Gowrie Care Ltd

Inspected ByShona Adam
Care Commission Officer**Inspection Type**

Announced

Inspection Completed

21 February 2008

Period since last inspection

11 months

Local Office AddressCentral East Region
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Introduction

Gowrie Care Ltd is a charitable subsidiary of Hillcrest Housing Association which came into being in July 2003. This subsidiary captures all the care activity undertaken by the former Gowrie Care division of Gowrie Housing Association. Dundee Central provides a service to a total of 17 service users with a learning disability, who live at the following addresses: 5 Canning Place, Hillbank Road and Flat 8 "Millview" 1 Martingale Gardens. The service provided to the three service users in 'Millview' and four service users in Hillbank is integrated, providing both care at home and housing support. Of the remaining 10 service users, nine service users receive Housing Support and Care at Home and the other service user receives support through ILF funding. All service users have either a shared tenancy or their own tenancy agreements. All the services were previously registered as care homes and de registered. The service provided is integrated providing both care at home and housing support.

Basis of Report

The following report has been compiled following an announced inspection carried out by Care Commission Officer Shona Adam on Thursday 21 February 2008

Regulation Support Assessment

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was then based upon the relevant inspection focus area(s) and follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity.

During the inspection process

Staff at inspection

The following staff were spoken to during the inspection process;

The manager

One staff member

Evidence

Evidence was collated from the following sources

- Personal Plans
- Risk assessments
- Policies and procedures
- responses from staff questionnaires
- responses from service user questionnaires

Inspection Focus Areas and associated National Care Standards for 2007/08

The inspection Focus Area of Protecting People formed the focus of the inspection; child protection in adult care homes, restraint, adult protection and Scottish Social Services Council (SSSC) Codes and staff training

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements in last Inspection Report

A visit was carried out on 15 May 2007 to Gowrie Headquarters to follow up the recommendations made following the safer recruitment audit that was carried out in May 2006.

The service had implemented the following:

1. It is recommended that the service develop a system whereby Enhanced Disclosure Scotland Checks can be accurately referenced against each individual employee.

A sample of staff personnel files were inspected. The front page of each file was seen to contain the Enhanced Disclosure Scotland reference number.

2. Disclosure Scotland guidance on the retention and destruction of checks should be implemented and incorporated into the providers Recruitment and Selection policy.

The service had developed a written policy and procedure which follows Disclosure Scotland guidance on the retention and destruction of checks.

3. A written procedure should be developed to evidence the evaluation and decision making processes when assessing unsatisfactory Enhanced Disclosure Scotland checks.

The service had developed a check list for managers to assist in the assessment process. The Care Commission Officer inspected a sample of personnel files and found evidence of a checklist that had been used in practice.

Comments on Self-Evaluation

The service had submitted a self evaluation electronically.

View of Service Users

On the day of the inspection the majority of service users were not at home. Questionnaires were distributed to a number of service users for completion. Completed questionnaires returned by service users indicated that they were very satisfied with the service provided to them.

View of Carers

There were no carers present during the inspection visit

Regulations / Principles

National Care Standards

National Care Standard Number 4: Care at Home - Management and Staffing

Strengths

This standard was not inspected in full but focused on the inspection Focus Area of Protecting People; child protection in services for adults, restraint, adult protection and the Scottish Social Services Council (SSSC) Codes and staff training.

Child protection in services for adults

The manager informed that although the service permitted children to visit, it was not a regular occurrence.

Restraint

The service had a policy and procedure on the use of restraint.

Copies of the Mental Welfare Commission guidance 'Rights, Risks and Limits to Freedom' and 'Safe to Wander' were seen to be accessible for staff within the staff office. The manager informed that the documents had generated a great deal of discussion within the staff group.

The manager informed that risk assessments related to locking the front door were in place with regards to the service users who lived in the 'Millview project'. The Mental Welfare Commission guidance 'Rights, Risks and Limits to Freedom' had been taken into account. Risk assessments were reviewed on a three monthly basis and updated as required.

All staff received training in 'non violent crisis interventions'. The training formed part of Gowries mandatory training and updates were undertaken by staff every three years. Staff informed the Care Commission Officer that although the service did not use direct physical restraint, it was incorporated in the training.

Adult protection

The service had a protection of Vulnerable Adult policy which was seen to contain all the required information. The manager informed that the policy had recently been reviewed and updated. A copy of the Area Inter - Agency Adult Protection procedures 'Protecting Vulnerable Adults in Tayside' was also available within the service. Staff confirmed by return of questionnaires that they were aware of the services policies and procedures.

All staff received training in adult abuse /protection as part of their induction. Awareness has also been raised about the issue in staff meetings and training provided by one of the Mental Health Officers in the local authority.

Scottish Social Services Council (SSSC) Codes and Staff Training

The training needs of the staff group had been identified by means of the following: staff supervision, appraisal, observation of care practices and discussion at staff meetings.

Identification of staff training needs informed the services yearly training plan which incorporated both mandatory and non mandatory training.

All staff had received a copy of the SSSC's Code of Conduct. Staff indicated in questionnaires that they were familiar with the Scottish Social Services Council (SSSC) Codes of Practice.

Training undertaken by staff was evaluated through staff supervision, appraisal and observation of care practices.

Staff included the following responses in returned questionnaires in relation to training:

'I am doing SVQ 3 at this time'

'If issues arise, training requests are usually met in a reasonable time scale'.

'I have done SVQ 3, fire awareness, health and safety and epilepsy training'.

'I have done most of the training; first aid, moving and handling, NVCI, fire awareness. I also did health eating through Perth College'.

'core training - moving and handling, first aid, non violent crisis intervention, elementary food hygiene, infection control.

In addition to the above the following responses were also noted;

'I find Gowrie Care to be a good company to work for. I also think that standards are high for service users'.

'With regards to health and safety the following comment was supplied ' work place is in the process of acquiring necessary equipment to enable staff and service users to meet health and safety regulations'.

Areas for Development

The service provider has recognised the need for the development of a child protection policy. (see recommendation 1)

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

None

Requirements

None identified

Recommendations

Recommendation 1

1. A child protection policy for children visiting the care service should be developed and implemented.

The following National Care Standards have been taken into account when making this recommendation;

National Care Standard - Care at Home: Standards 4.1 and 4.2 Management and Staffing

National care Standard - Housing Support Services: Standards 3.1 and 3.2 Management and Staffing

Shona Adam

Care Commission Officer