

Inspection report

Gowrie Care Limited - Fife Support Service

6 Houston Court
Cupar KY15 4ES

Inspected by: Beth Martin
(Care Commission Officer)

Type of inspection:

Inspection completed on: 6 March 2009

Service Number

CS2004078941

Service name

Gowrie Care Limited - Fife

Service address6 Houston Court
Cupar KY15 4ES**Provider Number**

SP2003000083

Provider Name

Gowrie Care Ltd

Inspected ByBeth Martin
Care Commission Officer**Inspection Type****Inspection Completed**

6 March 2009

Period since last inspection

14 months

Local Office AddressSouth Suite
Largo House
Carnegie Avenue
Dunfermline
KY11 8PE

Introduction

Gowrie Care Ltd is a national organisation providing a range of registered care services across Scotland.

Within the organisation the service is known as Fife Services. It comprises of a combined Housing Support and Care at Home services for adults with Learning Disabilities and/or mental health problems living in their own homes, four of whom live in a shared tenancy. Staff office bases are in Cupar and Dunfermline.

The named Manager is Jane Masterton who is supported by Assistant Managers Paul Larg and Jill Anderson. Support Workers operate in small teams working with specific groups of Service Users, with some flexibility in workers moving between teams. Most workers are employed on a part time basis, with a relief pool of staff to provide additional cover.

The Care Commission Officer appreciated the efforts made by the Manager in preparation for the inspection visit, and for her assistance throughout the inspection process. In particular a substantial file of key documents was prepared in advance, and additional material provided on request. Staff and Service Users had completed a high proportion of the questionnaires distributed in advance of the inspection. Service Users had been asked prior to the inspection if they would like to speak with the Care Commission Officer however, when the Care Commission Officer was available to speak to the Service User she was receiving her scheduled support from the service. The Care Commission Officer left her phone number in case the Service User wished to make contact.

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - 5 - Very Good

Quality of Staffing - 5 - Very Good

Quality of Management and Leadership - 5 - Very Good

This inspection report and grades represent the Care Commission's 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. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

This report was written following an announced inspection which took place between 11.00 and 16.30 on the 6th of March 2009 by Beth Martin Care Commission Officer.

The service submitted a completed Annual Return as requested by the Care Commission. The provider also submitted a completed self assessment form.

Twenty Care Commission questionnaires were issued to Service Users and staff at Gowrie Care Fife. Fourteen completed questionnaires were returned prior to the inspection. Ten Service Users and Four staff members completed the questionnaires.

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 based upon the relevant Inspection Focus Area (IFA) and associated National Care Standards - Housing Support Services, recommendations and requirements from previous inspections and complaints or other regulatory activity. This included a sample/grade of a service user quality statement from each Quality Theme and a sample/grade of IFA and a Quality Statement chosen by the CCO in each Theme. The IFA for 2008/09 for this category of service is Notifications.

During the inspection, evidence was gathered from a number of sources including:

A review of a range of policies, procedures, records and other documentation including the following:

Supporting evidence from the up to date Self Assessment

Service User's personal plans

Training records

Health & Safety records

Accidents and Incident records

Complaints records

Questionnaires completed and returned to the care Commission from Service Users and staff members

Questionnaires completed and returned to the service during the self assessment process

Discussion with the Manager.

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

<http://www.carecommission.com/>

This service will receive a minimum of 1 inspection over the year 2008/09.

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 since last Inspection

One requirement was made following the previous inspection regarding staff training in adult abuse issues and associated policies and procedures. This requirement has been met.

Comments on Self Assessment

A fully completed Self Assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the quality Themes and Statements. The service Provider identified what they thought they did well,

some areas for future development and how they planned to implement changes and further develop the service. It also included information on how Service Users participated in the process.

View of Service Users

Comments received from Service Users in the questionnaires included:

"All the ladies I have met seem really nice"

"Please Gowrie keep the job going and visiting us on time every week".

View of Carers

No Carers/relatives of Service Users indicated that they wished to comment on the service or speak with the Care Commission Officer. However staff responses in the questionnaires highlighted the high level of training and support available within the service.

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 5 - Very Good

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.

Service Strengths

The service has a Participation Strategy which all staff have read and the issue is a standing agenda item at all staff meetings. The organisation's Development Manager has attended staff meetings at both sites to explain the strategy.

Gowrie Care Fife has initiated a Service User Focus Group. In May 2008 the Service Users elected a committee whereupon the aims and objectives and general rules of the group were agreed. The action plan from the most recent meeting of the group included exploring transport options and funding for group activities. One of the Service Users wrote to the Area Manager requesting a budget for venues, stationary etc. The Area Manager wrote back informing the group that he would give it some consideration but would attend the next meeting to discuss the matter. The next meeting is in April. Another Service User is exploring the possibility of inviting an old acquaintance to a meeting to discuss healthy eating.

The group also developed questionnaires which were circulated to all Service Users to gain views on how they would like to be consulted about assessing and improving the service. Nineteen responses were received. Consultation is achieved by various methods; the Service User Focus Group, questionnaires, six monthly service reviews and annual Supporting People reviews. The Supporting People review document contains a page each for Service Users, Carers, Social Workers, Providers and other stakeholders to give their views about the service. This information is then collated prior to the annual meeting. Gowrie Care Fife is trying to develop a similar system to be incorporated into the six monthly service reviews. The next round of questionnaires is regarding Service User and Carer participation in the selection and recruitment of staff. It is hoped that a Service User will feed into the staff induction group.

The organisation produces six monthly newsletters and Service Users and Carers are encouraged to send in articles for publication. One Service User is on the publishing team and assists the organisation with public relations. Gowrie Care Limited also has an Improvements Manager who responsible for improving Service User and Carer involvement.

Areas for Development

The service highlighted in the self assessment document various areas for improvement which included updating the introductory pack to make it more user friendly (through Service User consultation via the Service User Forum). Also to follow up with Social Work in order to access a Review Officer for a couple of Service Users who do not currently have input from any other services.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

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

All Service Users have a written agreement which is signed by both parties. They also have a personal plan and Service Users sign each individual support plan to verify that individual choice is being catered for.

The staff initiated a Staff Communication Focus Group in 2006 to address improvements in record keeping. This has progressed into how staff can support Service Users in their involvement in personal planning and general communication. Service Users have been consulted with regarding the font size of print in their personal plans and the Speech and Language Therapist has had input with suggestions such as pictorial aids for assistance.

Some Service Users attend Day Care facilities at their request. All Service Users have diaries to plan their week however plans may change on a daily basis due to Service User choice. Service Users have access to Advocacy services and many do have an advocate.

Two Service Users are currently moving house to another area at their request and the staff at Gowrie Care Fife are working alongside the new Provider in an effort to smooth the transition for the Service Users.

Some Service Users choose to go on annual holidays. Last year three Service Users from Kinloss Park enjoyed a break at a holiday camp in Ayr. The service is involving advocates to assist the Service Users in choosing this years destination in an effort to evidence Service User choice and involvement.

The staff and Service Users at Kinloss Park have devised a pictorial cookbook. This consists of step by step recipes and cooking instructions as well as photographs of the dishes taken by the Service Users. Service Users choose their lunch and evening meals on a daily basis from the cookbook and place their choices on the visual menu board. They are then supported to achieve this e.g. shopping preparation and cooking. This enables the Service Users to have their choice of food at each meal time and who to eat with.

Every Service User is registered with a GP and staff will support Service Users to access and attend services such as the Optician, Chiropodist and Dentist if required. Support is also given for financial transactions.

The service has good links with the following services:

Speech and Language Therapist

Community Nurses

Occupational Therapists

Learning Disability Nurses

Treatment room Nurses at the local Health Centre

Social Workers

Epilepsy Nurses

Psychologists.

Areas for Development

The service highlighted in the self assessment document that it is the intention of Gowrie Care Limited to develop a web based resource library for Service Users and staff (currently waiting on IT systems being upgraded).

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading:

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

The Service User Focus Group has discussed the qualities that they deem important whilst recruiting staff, these being;

Cooking

Reading and writing

Speaking nicely to Service Users

Good positive attitude

No temper

Knowledge of the rights of people with disabilities

Good qualifications

Dedication and adherence to the National Care Standards.

The Care Commission Officer was informed on the day of the inspection that Service Users have been included in the recruitment process in the past but the practice is currently on hold as Human Resources are developing a training course on recruitment for Service Users so that they can be involved in the whole process.

The next meeting of the group will be focussing on developing questionnaires to enable Service Users to participate in assessing and improving the quality of staff.

All Service Users, Carers, staff and other professionals receive a 'c board'. This is a document which concentrates on concerns, consultation, complaints, communication and commendations. Once completed the information is collated and fed into the business plan. The unit Manager has an open door policy and encourages all stakeholders to drop in at any time. One of the Service User's daughters lives in America and keeps in touch with the service regularly by e-mail; she also meets with the staff when she is home on holiday. The Care Commission Officer saw an e-mail from the relative which was thanking the staff for the service and for the regular updates about her Father's well being.

The Assistant Managers speak regularly with the Service Users as part of their direct support. This includes discussion about how the Service Users feel about the staff they are allocated; any concerns are dealt with at the time and recorded.

Areas for Development

Consideration should be given to making recordings of the direct support discussions with Service Users when no concerns are raised in an effort to evidence Service User satisfaction.

CCO Grading

5 - Very Good

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

The service has a three day induction programme which includes:

Health & Safety

Employer and Employee roles and responsibilities

Gowrie Care's vision Statement and Values

Supervision, Appraisal and Continuous Development Plan

Values

Legislation Overview, Policies & Procedures and National Care Standards

Rights & Responsibilities of Service Users and Staff

Equality, Diversity and Discrimination

Reflective Practice

Protection of all Individuals

Communication and Recording.

Gowrie Care Fife also has training on specific issues relating to the service such as the Key Worker system, abuse, infection control, risk assessments, and engaging the Service User.

Gowrie Care has a Learning and Development Team based in Edinburgh. There is a Training Manager and two Training Co-ordinators based in Edinburgh and Dundee. Some training sessions are delivered to all staff and other training sessions are delivered to the Managers who then give refresher training to staff in house on an annual or individual needs basis. The Health & Safety Training Advisor attends meetings on request and Gowrie Care Fife has six monthly away days for all staff which includes specific training such as Infection Control. Staff also receive medication training from Boots Pharmacy (14 staff have recently received this training in Perth). The Managers complete a competency sheet with staff to ensure their awareness of any training received. Staff can request external conferences and training courses with the expectation of again completing an evaluation sheet and sharing the information received with others at team meetings.

On the day of the inspection one Carer held an SVQ III certificate and three Carers were undertaking the training. The Manager has achieved an SVQ IV certificate and intends to undertake the Registered Manager's Award. One Assistant Manager is currently undertaking SVQ IV training and the other Assistant Manager is scheduled to undertake the training this year. One Nurse is SVQ accredited however the service is now sourcing external SVQ assessors in an effort to meet the Scottish Social Services Council (SSSC) qualification criteria.

Areas for Development

The service highlighted in the self assessment document their intention to incorporate the 'Child Protection' Policy/statement into the Policy & Procedure Manual, which will replace the 'Working with Service Users who have Children' procedure.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

Staff receive supervision 4 - 6 weekly and receive annual appraisals. Prior to the Manager's appraisals questionnaires are given to all staff to gain their views on the quality of Leadership & Management. This information is collated and fed back to the Manager during the appraisal and areas for improvement are highlighted. The Manager stated on the day of the inspection that she feels well supported in her role, her views are taken into account and she has operational input.

The staff at Gowrie Care Fife have established a Staff Induction Focus Group. Staff representatives from different teams meet regularly to look at the content and process of induction. The objective of the group is to devise competency records and ensure that staff are aware of procedures and expectations.

The Manager and three staff members attended a job fair recently. Areas for improvement were highlighted. The staff are now giving consideration to changing the pictures on the banners for Gowrie Care Fife taking into account comments heard on the day from members of the public.

Supervision for one member of staff highlighted her desire to have a role in mentoring new staff and students for professional development. The Manager has spent time with the member of staff advising her and teaching her the responsibilities of being a mentor. The Manager offers extra support to the members of staff mentoring and being mentored throughout the process.

The Manager has also given another member of staff the opportunity to become involved in the Hospital Liaison Group Meetings regarding acute admissions. The staff member has taken ownership of the role, fed back to both teams and invited the Liaison Nurse to team meetings. The member of staff has produced an information folder which includes an Accident & Emergency 'grab sheet'. The sheet explains individual Service User's needs should they require emergency hospital admission. Every Service User in Gowrie Care Fife now has a 'grab sheet' in their personal plan.

Areas for Development

Consideration should be given to enabling Service Users and Carers to participate in assessing and improving the quality of Leadership & Management.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

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.

Service Strengths

The Manager is responsible for auditing the following areas:

Accidents/Incidents

Complaints

Staffing/Performance Issues

Supervision/Appraisal Records.

The staff at Gowrie Care Fife supports Service Users to identify maintenance issues and assist them to have the issues rectified; they also carry out Health & Safety checks. The Key Workers have responsibility for auditing personal plans. The Assistant Managers are responsible for carrying out medication and financial audits. They also verify the quality assurance procedures every three months and complete a central form which is sent to the Health & Safety Advisor.

The Area Manager carries out an annual organisational audit to verify that quality assurance systems are being adhered to. The Managers have a quarterly meeting to ensure that practices are consistent and to discuss any relevant issues.

Gowrie Care Limited has achieved and maintained the 'Investors in People' Award. The staff at Gowrie Care Fife were interviewed last year as part of the process of maintaining the award.

Gowrie Care Limited is also utilising SERVQUAL, a service quality analysis gap quality assurance tool. The objective of the tool is to measure the service against expectations and independent advocacy will support this to ensure that it is Service led.

The Manager was aware of the SSSC Codes of Practice and her responsibility to report to the SSSC and the Care Commission any dismissal on the grounds of misconduct including theft. There had been one member of staff dismissed on the grounds of misconduct since the previous inspection. A copy of the notification guidance was available in the home. The service has received no complaints since the previous inspection.

Areas for Development

The service highlighted in the self assessment document that it is the intention of Gowrie Care Limited to achieve the quality assurance award European Foundation Quality Management (EFQM) and develop a continuous improvement portfolio.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

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

Other Information**Requirements****Recommendations****Beth Martin****Care Commission Officer**