

Inspection report

Gowrie Care Limited - Alyth Outreach Support Service

11 Airlie Street
Alyth PH11 8AH

Inspected by: Shona Adam
(Care Commission Officer)

Type of inspection:

Inspection completed on: 15 December 2008

Service Number

CS2004078929

Service name

Gowrie Care Limited - Alyth Outreach

Service address11 Airlie Street
Alyth PH11 8AH**Provider Number**

SP2003000083

Provider Name

Gowrie Care Ltd

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

15 December 2008

Period since last inspection

nine months

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

Introduction

Gowrie Care Ltd - Alyth Outreach has been registered with the Care Commission since March 2005. It provides a service to seven service users who have learning disabilities. The services provided are both care at home and housing support.

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 - 4 - Good

Quality of Management and Leadership - 4 - 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 that took place on the 25 November 2008 by Care Commission Officer, Shona Adam.

Verbal feedback was given to the manager on 15 December 2008.

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission

Regulation Support Assessment

The inspection plan for this service was decided 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. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

Evidence was gathered from the following sources;

Interview with the manager

interview with the deputy manager

brief observation of staff care practices

inspection of :

- Personal Plans
- Risk assessments
- Policies and procedures
- sample of staff PDRS folders
- responses from staff questionnaires
- responses from service user questionnaires

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

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/>

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 since last inspection

There were no requirements identified following the last inspection

Comments on Self Assessment

The manager had completed the self assessment electronically. As well as identifying the strengths of the service, areas for improvement had also been highlighted.

View of Service Users

Due to some service users experiencing difficulties with verbal communication, questionnaires had been completed by an advocacy representative. Comments provided were extremely positive and have been included in the body of the report.

View of Carers

There were no carers present during the inspection visit.

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

It was evident that the service promoted a culture of service user and carer participation.

The Care Commission Officer found strong evidence of service user participation in the following areas:

- * Staff recruitment - whereby a service user was involved in the selection of staff that were to provide a service and support her.
- * Care review process - Service users were seen to be central in this process. Participation was encouraged wherever appropriate.
- * Staff meetings

The service used an active support model which included 'opportunity plans'. This provided service users with opportunities to participate, increase their skills and make choices.

Comments provided by the advocacy representative included the following:

'The staff have supported this service user well this past year and have encouraged her to achieve new skills whilst ensuring she lives in a safe, happy environment. As she has little capacity they continually observe so any upset can be resolved ASAP'.

Four service users had very little or no verbal communication. It was evident that both the staff and manager recognised that families, advocates and external professionals played a valuable role in ensuring the quality of support and care was of a high standard.

Areas for Development

The services' human resource department has agreed to provide 2 days training for any service user who wished to be more actively involved in the recruitment process.

A service user involvement strategy and action plan were in the process of being developed by the service provider.

The manager informed that discussions had already taken place between other relevant professionals/representatives about how the quality of care and support could be improved.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We ensure that service user's health and wellbeing needs are met.

Service Strengths

The service had very good systems in place to ensure that service users' health and wellbeing needs were met.

Strong links had been developed with the local primary health care team and other relevant professionals which included dentist, dietician, speech and language therapist, optician, podiatrist and psychologist. The staff team were very attentive to service user's needs - this was evident in the service users' personal plans and discussion with staff during the inspection visit. Staff also actively supported service users to attend out patient appointments and screening programmes, such as bowel screening. This was viewed by the Care Commission Officer as good practice as it ensured that service users had access to preventative health care.

The service had also adapted an assessment tool 'Dis Dat' which assisted staff in identifying distress in people who have severe communication difficulties. This was viewed as very good practice in relation to staff becoming aware of what triggered distress in the service users.

The service had also acknowledged the benefits to service users' health and wellbeing by encouraging their participation in activities such as horse riding, attending local coffee mornings and using local facilities. Facilities had also been extended within the service and these included an outdoor hot tub, trampoline and a sensory room.

Examples were also provided whereby services users had been supported to have holidays and short breaks.

Two staff members within the organisation have undergone palliative care training in conjunction with Marie Curie. Training was to be rolled out across the organisation to ensure that staff were equipped with the necessary skills and knowledge to provide this type of care to service users.

Areas for Development

The services medication policy was in the process of being reviewed, thus ensuring that procedures were safe and reflected current best practice.

A policy on delivering personal care was in the process of being developed.

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: 4 - Good

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

Service Strengths

See information in 1.1 also

Where possible, service users were encouraged to participate in the selection of staff that they wanted to support them. In order to achieve this, the service had built in service user involvement into the recruitment and selection process.

The service user review process was seen to involve relatives and also service users when appropriate to do so.

A recent exercise undertaken by the manager 'ladder of participation' highlighted areas for improvement within the service. The Care Commission Officer was informed that this exercise had been very useful in identifying areas that could be further developed in relation to service user participation.

Areas for Development

The manager informed that she was actively seeking ways in which the service could involve service users and carers more in improving the quality of staffing within the service.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We ensure that everyone working in the service has an ethos of respect towards service users and each other.

Service Strengths

The Care Commission Officer found the evidence that supported this statement to be of a very good standard and included the following:

- * Written records were seen to be recorded in a manner that was respectful to the service users.
- * Staff Interactions with service users were very positive.
- * Service users were seen to be referred to as ladies.

Comments provided by the advocacy representative included:

'Staff work conscientiously to provide age related activities with service user. She relates well to the staff who ensure that she lives in a safe and comfortable environment'.

'Staff work in a person centred way to the service users benefit, involving her in activities she enjoys. Any upset is dealt with as soon as they become apparent, to address the issue

'Staff encourage her to learn new skills but at her own pace, they also support her in activities she specifically likes to do'.

Comments provided by staff included the following:

'The ladies are very well cared for at Burnside Court. And we all work well in our team to give them the support they need to live at a home setting'.

'I feel we provide a very good service & that Gowrie is an excellent company to work for. We have a very good staff team'.

It was evident that the ethos of respect was an integral part of the service which ensured that service users rights were promoted on a daily basis.

Areas for Development

The service should continue to monitor and evaluate practices to ensure best practice is maintained.

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: 4 - 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

It was evident that the service had made a good start in relation to ensuring that service users and carers participated in improving the management and leadership of the service.

Service user participation in assessing the quality of management and leadership was facilitated by the manager who informed that she carried out monthly visits to service users who received outreach support. This provided service users with an opportunity to express their thoughts about the service that was being provided.

The manager of the service was subject to peer appraisal whereby staff completed questionnaires. This provided the service with informative feedback about the manager's performance.

Areas for Development

The manager informed that discussions had already taken place between other relevant professionals/representatives about how the quality of management and leadership could be improved.

The manager informed that she planned to introduce meetings for those who received the outreach service. It was hoped that would encourage discussion amongst the service user group.

CCO Grading

4 - 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

A number of systems and processes were seen to be in place which provided a good basis for the development of quality assurance which involved all stakeholders.

The organisation had created the post of 'Improvements Officer'. The remit of the post

included promoting service user involvement and developing methods of assisting services which could then be incorporated into Gowrie Care practice.

Evidence sampled during the inspection included;

Ladder of participation questionnaires

External audits carried out by pharmacist and Perth and Kinross Council

A number of audits were seen to be carried out at a local level these included service user reviews, external professionals and notifications to regulatory bodies when required.

The specific focus area for this inspection was notifications to the care commission and the SSSC.

The manager was aware of her responsibility to report any instances of misconduct, staff dismissal or occasions when a staff member had resigned prior to intended dismissal.

Areas for Development

Discussion took place regarding the role and remit of the Improvement Officer It was acknowledged that although a significant amount of work had taken place at an organisational level, developments within the care home would take a longer period of time.

CCO Grading

4 - 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

None

Requirements

None

Recommendations

None

Shona Adam

Care Commission Officer