

Care service inspection report

Full inspection

Birdston Day Care Centre Support Service

Birdston Road
Milton of Campsie
Glasgow



HAPPY TO TRANSLATE

Service provided by: Pacific Care Limited

Service provider number: SP2003002346

Care service number: CS2003000789

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	6	Excellent
Quality of environment	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	6	Excellent

What the service does well

We found that the service offered an excellent standard of care and support, with a range of activities in place. Service users had participated in selecting a range of preferred activities, including indoor bowling, quizzes and discussion groups.

Service users commented positively in relation to members of the staff team and enjoyed the activities provided by the service.

We found that the mealtime experience was positive, with staff providing support for service users and offering a range of food options. Service users participated in selecting food options in order to meet their needs and preferences.

We found that the environment supported service users to enjoy the company of others, or sit within other areas to read.

The service benefited from outdoor space which service users could use if they wished to do so.

What the service could do better

We made three recommendations at the previous inspection which was completed in August 2012. Recommendations were made at the last inspection in relation to participation, recruitment guidance and quality assurance and audits. We found that recommendations had been met at this inspection.

What the service has done since the last inspection

This report should be read in conjunction with the previous inspection report which was completed in August 2012.

Conclusion

This unannounced inspection reviewed progress in relation to the Quality Themes of :

- Care and Support,
- The Environment,
- Staffing and
- Management and Leadership.

Our findings were confirmed through feedback received from residents, their carers/friends and staff, observation of staff practice and interaction with residents and examination of relevant documents.

1 About the service we inspected

Birdston Day Care Centre is managed by Pacific Care Ltd., and is a purpose built day care facility for older people. The centre is located in Milton of Campsie overlooking the Campsie hills. The property is well maintained internally with attractive landscaped grounds.

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

Quality of care and support - Grade 6 - Excellent

Quality of environment - Grade 5 - Very Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 6 - Excellent

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection which took place over a period of two days. This inspection took place on 19 and 20 May 2015. One Inspector carried out this inspection.

The following was used as sources of evidence:

- Minutes of meeting with staff and service users.
- Six care plans including risk assessment, daily notes, dependence assessment and monthly summary of support.
- Activities.
- Staff recruitment, induction and training information.
- Accidents and Incidents.
- Audit information.

Discussion with the Company Director, Deputy Manager and seven staff members.

We observed staff practice and interaction with service users during mealtimes and activities.

We met with 12 service users during the inspection visit. Comments are included within this report.

We used the Short Observational Framework for Inspection (SOFI2) to directly observe the experience and outcomes for people who were unable to tell us their views.

On this inspection we used SOFI2 to observe the lunchtime experience of three service users.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service provided its self-assessment as part of the inspection process. This contained information which would assist the Inspector in their inspection visit.

Taking the views of people using the care service into account

The views of service users are contained within this report.

Taking carers' views into account

Carers completed questionnaires. Completed questionnaires advised that carers were happy with the service provided.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

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

We found that this service was performing at an excellent level in the areas covered by this statement.

We found that the service's philosophy of care was to:

- Promote individual clients to achieve and sustain a quality lifestyle.

We found that service users were involved in regular meetings where they could participate in improving the service, with suggestions in relation to care and support, the environment, staffing and management and leadership.

We found that the service had a service users' committee, with regular meetings held to gain the views and preferences of service users.

We looked at the minutes of:

- Service users' committee meeting.
- Service users' general meeting.

We found that the minutes of service users' meetings included discussions in relation to:

- Transport,
- Meals,
- Activities and outings,
- Care and support,
- Appropriate signage,
- The environment,
- Staffing and
- Information in relation the service's self-assessment.

We found during conversations with service users that they were supported to give their views and opinions in relation to the care and support provided.

We found that the service had systems in place to obtain the views and preferences of service users.

We found that the service had support from a local advocacy service who meet with service users on a regular basis. We spoke with service users in relation to advocacy support, with positive comments on the advocacy meetings.

We sent Care Standards Questionnaires to the service, with 11 completed and returned prior to the inspection. Completed questionnaires 'strongly agreed' or 'agreed' that:

- The service checks with me regularly that they are meeting my needs.

Additionally, completed questionnaires noted:

- I feel safe when I am in this service.

Completed questionnaires also confirmed that service users were aware of the Care Inspectorate's complaints procedure which could be used where service users wanted to raise any concerns.

We looked at information provided by the service in relation to the organisation's questionnaires. We found that 47 questionnaires had been returned by service users, their carers/friends.

Completed questionnaires noted that:

- Staff are very good
- Trips are well organised and of different types
- All good company
- Lots of staff to do day trips for afternoon tea and garden centres
- Lots of entertainment
- Staff help with everything
- Staff are very polite and kind
- Quizzes and bingo are favourites
- First class staff
- Well looked after
- Staff very good
- Staff always on hand to help
- Always available to talk to
- Staff are very good to provide all aspects of care
- We go on outings and lots of social events.

We met with service users during the inspection visit and were advised that they felt that concerns could be raised at any time, with staff members taking action to address any concerns.

Areas for improvement

We found that the service should continue to obtain the views and preferences in relation to the care and support provided.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 3

“We ensure that service users' health and wellbeing needs are met.”

Service Strengths

We found that this service was performing at an excellent level in the areas covered by this statement.

We looked at:

- Six care and support plans including care and support needs and preferences, monthly evaluations and review information.

We observed staff practice and interaction with service users during activities and the mealtime experience.

We found that as service users arrived at Birdston Day Service, staff members provided support to ensure that they were comfortable. Tea and coffee were offered on arrival along with toast.

On the day of the inspection, we found that service users were at ease with staff members, with a range of activities in place.

This included:

- Skittles, golf and bowling
- Exercise to music.

We found that service users clearly enjoyed that activity, cheering on other service users and chatting with other service users.

We observed the lunchtime experience and found that this was supportive, with staff members in attendance to discuss menu choices or preferred option, with a range of food items available for service users. Staff members provided one-to-one support where necessary. We found that service users enjoyed mealtime and food options, with staff assistance where necessary.

We found that staff members supported service users and were clearly at ease, enjoying the company of others.

We looked at care plan information and life stories. We found that information was in a very good level of detail, with pictorial and written life stories in place. We found that this information would support staff to engage in discussion with service users.

We sent Care Standards Questionnaires to the service, with 11 completed and returned prior to the inspection. Completed questionnaires 'strongly agreed' or 'agreed' that:

-Overall, I am happy with the quality of care the service gives me.

Comments from Questionnaires confirmed:

- Fantastic support for my mother, has significantly helped her to socialise. She feels safe and secure within the service offered.
- We are delighted with her progress and how her confidence has been given a boost.
- Now has friends and attends three days a week.
- Going to Birdston Day Care is the highlight of my week, meeting with all my friends, chatting, having a laugh.
- Birdston Day is the highlight of my mother's week.
- The 'club' as I call it, helps so many people and Teresa is in charge and runs everything very well. I am also on the committee.
- Mum thoroughly enjoys her days at Birdston and always returns home happy.
- On the odd occasions I have taken Mum, the centre always seems a very friendly, happy place and everyone is made welcome.
- The peace of mind I have knowing Mum is in safe hands is priceless.
- My cares all go out the window when I am going to Day care. I cannot praise the place enough and would challenge anyone who disagrees.
- Everything is ok, foods good.
- Everyone looks forward to the day trips and wish there could be more outings.
- Initially, I was against day care. But I would be lost without it.
- Mum does like going to Birdston. She is safe and well looked after.

We looked at lifestory information for three service users and found that this contained information which would continue to support residents in relation to wishes and preferences within the service.

Areas for improvement

We found that lifestory information should be developed further, with service users taking an active part, if they wished to do so.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 2

“We make sure that the environment is safe and service users are protected.”

Service Strengths

We found that this service was performing at a very good level in the areas covered by this statement.

We looked at the environment.

We observed staff practice and interaction with service users.

We looked at accidents and incidents.

We found that the environment within Birdston Day service was supportive, with staff members providing prompt assistance and support, where necessary. Service users were supported by staff to take part in activities, with a range of options available.

We found that service users could sit with others within the main area or sue the smaller quiet rooms, if they wished to do so.

We found that the service had an enclosed garden area which service users could use, if they wished to do so.

We found that the environment was well maintained, clean and tidy, with no offensive odour present.

We found that staff members were supportive and promoted choice. An example of this was where service users had the option of protective clothing during mealtimes in order to protect against any spillage, with some service users declining.

We looked at accidents and incidents and found that the service had a system in place to record and report accidents and incidents, including notifications to the Care Inspectorate.

We observed staff members checking the environment to ensure that it was free from any hazards.

We found that the service had an adequate supply of protective equipment including gloves and aprons.

Areas for improvement

We found that the service should continue to maintain the environment in relation to service users' support needs.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“The environment allows service users to have as positive a quality of life as possible.”

Service Strengths

We found that this service was performing at a very good level in the areas covered by this statement.

We found that the day service environment was clean and tidy with no offensive odour.

We found that appropriate signage was in place. This would assist service users in locating their own areas.

We found that service users were supported to give their views in relation to the environment, which were taken into account in terms of participation.

We found that the décor was appropriate, with a range of photographs in place where service users had undertaken activities. We found that this would assist in developing meaningful activities for service users.

We found that the service had an enclosed garden area, which service users could use, if they wished to do so.

Areas for improvement

We found that the service should continue to review the environment in relation to service users' safety.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

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.”

Service Strengths

We found that this service was performing at a very good level in the areas covered by this statement.

We looked at staff recruitment, induction and training.

We looked at staff recruitment files for three staff members. We found that candidates had completed an application form which provided information in relation to employment history, health, references, PVG and competency assessments.

We found that service users were supported to take part in staff recruitment, with a question session in place. Information was recorded and kept within the recruitment file.

We found that references provided details in relation to the candidate, with successful applicant completing an induction programme. During this time, the appointed candidate was shadowing longstanding staff.

We found that the service had system in place in relation to safer recruitment.

Areas for improvement

We found that the service should continue to support service users to take part in staff recruitment.

Grade

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

We found that this service was performing at an excellent level in the areas covered by this statement.

We looked at staff induction and training information.

We observed staff practice and interaction with service users.

We spoke with staff members in relation to induction and training and were advised that staff had access to staff training, including e-learning.

We found that staff members had access to a range of training opportunities including supporting people who have dementia. Staff members were aware of the Scottish Social Services Council and the Code of Conduct for support staff.

We were advised by staff members that they had no outstanding training needs.

We observed staff practice and interaction with service users and found that staff were supportive, aware of the support needs of service users and how assessed needs should be met.

We observed staff members meeting with service users, taking the time to chat in order to obtain their views and preferences. Interaction were positive, with a range of topics covered.

We looked at completed staff questionnaires, with five returned at the time of the inspection.

We found that staff members were supported to access educational training and were aware of the Scottish Social Services Council code of practice.

We found that staff members felt supported at work, with regular supervision in place.

Staff members felt that 'overall, this service provides good care and support to people who use it'.

Comments from staff members included:

- Birdston Daycare Centre changes people (service users') lives for the better. I know this as this is what service users have told me.
- I always have ongoing in-house training. I've just had SVQ2 and also best practice in Dementia, which I have enjoyed.
- I have now been offered a two-day contract which I am very pleased about. I have started my SVQ also.
- I have worked in the day centre for 16 years. I have a good relationship with many staff and clients since joining the Day Centre. I get on well with everyone.
- The training I have had since I started has given me confidence on how I respect people and how well the training I have had over the past year.

We sent Care Standards Questionnaires to the service, with 11 completed and returned prior to the inspection. Completed questionnaires 'strongly agreed' or 'agreed' that:

- I am confident that staff have the skills to support me.
- Staff treat me with respect.
- I know the names of the staff who provide my support.

Comments included:

- I enjoy coming to Birdston daycare.
- No complaints about staff.
- Staff always helpful and there for you.
- The manager and staff are always there for every service user and look after our every need, especially personal items of care.
- Another big issue for me is that staff are always there for me and are happy to assist with my care.
- I could not praise this place enough as it is a first class service.
- I recommend Birdston at every opportunity.
- I am very happy at my day service. Birdston is the best and so are the staff, great, everyone of them.
- The staff are friendly, approachable and very supportive of me and my needs.
- Staff are wonderful and I could not do without them. Simply the best.

Areas for improvement

We found that the service should continue to gain the views and preferences of service users, their carers/friends.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

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

We found that this service was performing at an excellent level in the areas covered by this statement.

We have made comments in relation to participation under Quality Theme 1, Statement 1.

We found that the service have systems in place to gain the views and preferences of service users, their carers/friends.

We found that the service had regular input for a local advocacy project. Service users were supported to take an active part in the advocacy project.

This included giving their views on:

- The length of time traveling by bus.
- Are service users advised when bus running late.
- Activities within the service.
- Environmental - is service clean and tidy.
- Any complaints.

Areas for improvement

We found that the service should continue to gain the views and preferences of service users, their carers/friends.

Grade

6 - Excellent

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

We found that this service was performing at an excellent level in the areas covered by this statement.

We found that the service have developed their quality assurance and audit information.

We found that the service benefited from advocacy support, with advocacy staff working with service users to ensure that they are happy with the service provided at Birdston.

We looked at audit information in relation to:

- Health and Safety
- Moving and handling,
- First aid,
- Control of substances hazardous to health and
- Waste disposal.

We found that the service continue to review and audit information in relation to the environment. We found that it was clean and free from offensive odours.

We looked at the service's audit of staff practice and interaction with service users.

We found that service users had been part of the development of audit information in relation to the care and support provided. Comments from service users were positive in relation to the support given by members of the staff team. Comments are detailed throughout this report.

We looked at plans in place to develop lifestory information for service users.

We looked at three lifestory plans and found that they contained details of past events, which could be used in relation to reminiscence.

We found through discussion with service users, their carers/friends and members of the staff team, that service users felt supported within the day service and enjoyed the company of staff members.

We spoke with service users and were advised that they were aware of the Care Inspectorate.

Areas for improvement

We found that the service was considering changes to the building which would incorporate more outdoor space for service users. We found that this would be of benefit for service users.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

5 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

6 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. We made three recommendations at the previous inspection which was completed in August 2012.

Recommendations were made at the last inspection in relation to participation, recruitment guidance and quality assurance and audits. We found that recommendations had been met at this inspection.

This recommendation was made on 31 August 2012

7 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

8 Enforcements

We have taken no enforcement action against this care service since the last inspection.

9 Additional Information

N/A.

10 Inspection and grading history

Date	Type	Gradings	
31 Aug 2012	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 4 - Good 4 - Good
14 Dec 2010	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed Not Assessed Not Assessed
24 Feb 2010	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good
26 Mar 2009	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

You can also read more about our work online.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.