

Community Care Assynt Ltd Support Service

Assynt Centre
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Lochinver
Lairg
IV27 4LT

Telephone: 01571 844144

Type of inspection: Unannounced
Inspection completed on: 24 April 2018

Service provided by:
Community Care Assynt Ltd a company
limited by guarantee

Service provider number:
SP2014012288

Care service number:
CS2014325186

About the service

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service registered with the Care Inspectorate on 15 May 2014.

Community Care Assynt Ltd is registered to provide a day care service to a maximum of 5 older people.

Community Care Assynt is a single storey facility with dedicated communal areas and rooms specifically for the use of service users. The building is situated within a sheltered housing scheme in the village of Lochinver.

The service is provided by Community Care Assynt Ltd.

The aims of Community Care Assynt Ltd are to:

- provide a flexible, professional service
- promote an inclusive approach within the company
- maintain privacy and confidentiality, respecting rights and promoting equality of all service users.

What people told us

During the inspection we spoke with several of the people who used the service. Everyone spoke positively about the service and told us how they enjoyed attending.

People told us that they looked forward to joining in the activities and also having their lunch with people who attended the lunch club.

People we spoke with told us that the staff were very kind and attentive. They also told us that they were always treated with respect.

Overall everyone we spoke with was happy with the quality of care they received when attending the service.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the methods the service was using to monitor the quality of the service they were providing. We discussed the services priorities for development and how they proposed to prepare a service improvement plan and monitor the progress of this.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

We found the quality of care and support provided to people who used the service to be very good. There were important strengths, which made a significant contribution to people's health, safety and happiness.

People we spoke with told us that they looked forward to attending the service as it was always a pleasant experience. They told us how they could join in the activities if they wished, or just spend the time socialising with other people who attended the support service, or lunch club.

We could see that some people were supported to attend appointments in the community for example, keep fit classes with the community physiotherapist.

The manager and staff recognised the importance of supporting people to keep links with their local community. They encouraged and supported people who used the service to access local transport for shopping trips and other outings. People told us:-

"We can go to Ullapool to the shops, or sometimes just out somewhere for a cup of tea or an ice cream."

There was a very relaxed and pleasant atmosphere in the service, especially at lunch time. There were lots of conversations and plenty of laughter. People could see what the choices were from the menus on the table. There was also a menu board on the wall. People we spoke with told us there was always plenty of tea and coffee on offer. People who used the service told us that they could make suggestions about the home baking, either directly to staff or at the meetings.

The provider had made efforts to improve the laundry facilities in the service. Staff now had access to appropriate hand washing facilities. We could see that staff now followed good infection control practice in using alginate bags for the washing of soiled clothes. These measures would help reduce the spread of infection to all those who used the service.

There was a new manager and deputy manager in place since the last inspection. People we spoke with were aware of this change and told us that the management were friendly and approachable. We noted that the manager made efforts to go out to the dining area/communal lounge and speak to people during the day and that the people who used the service enjoyed taking part in these discussions.

What the service could do better

People who used the service had a care plan in place. However, some of these could be improved by having much more person centred information included. This would ensure that people's health and wellbeing needs were being met while in the service.

Monthly summaries were being written, however in most of these there was limited information. If these were more evaluative, staff would be able to see at a glance how people had spent the previous month and if there were any changes to their care. These summaries could then form part of the six monthly reviews.

(Recommendation 1)

Care reviews were noted to take place regularly, however most were very limited in information. The review should cover all aspects of the person's care plan and should evidence involvement of the person, or their family member. Actions required from the review should be identified and the care plan updated, as a result of the

review process. This would ensure that the person's care remains a reflection of their current needs. **(See recommendation 2)**

The meal time experience was very positive. However, staff could give consideration to using 'show and tell' to support menu choice with those people who live with dementia. We spoke to the manager about this at feedback and he was keen to take this idea forward.

We could see from staff training files and the service training planner that a lot of staff training and refresher training was out of date. This could have an impact on the quality of care provided to people who use the service. People should have confidence that the staff are trained, competent and skilled and are able to reflect on their practice and follow their professional and organisational codes. **(See recommendation 3)**

Although there was evidence of staff appraisals being carried out, it appeared that one-to-one supervision with staff was on an ad-hoc basis. The system of supervision and appraisal should be formalised and fully implemented, to ensure that each member of staff feels valued and has a regular opportunity to talk about their own personal development. One-to-one supervision meetings should be recorded and clearly identify actions, timescales and responsible people. **(See recommendation 4)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. People should have a full care plan in place, which contains person centred information and is a reflection of their current health and wellbeing needs. Monthly reviews of people's care should be evaluative and link in to the main care plan review.

This is to ensure people's care and support is consistent with the Health and Social Care Standards which state that, "I am fully involved in developing and reviewing my personal plan, which is always available to me" (HSCS 2.17) and "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices"(HSCS 1.15)

2. People who use the service should be offered a minimum of two reviews in each year. These reviews should cover all aspects of the person's care and how they have been over the previous six months. The person or their relative/carer should be involved in this process and their views and comments noted. Where there are any changes to care identified, an action plan should be developed and the care plan updated as a result of the review process.

This is to ensure people's care and support is consistent with the Health and Social Care Standards which state that, "I am fully involved in developing and reviewing my personal plan, which is always available to me" (HSCS 2.17) and "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices"(HSCS 1.15)

3. The manager should carry out a full training analysis, which identifies all staff training needs. From this, the manager should then develop and implement a training plan for staff, which covers all planned training and also highlights refresher training needs.

This is to ensure people's care and support is consistent with the Health and Social Care Standards which state that, "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14) and "I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11)

4. Each member of staff should receive regular one-to-one supervision and an annual appraisal. This will ensure that staff continue to feel valued and are given regular opportunities to talk about their own personal development, or any problems or issues they may have. Outcomes from supervisions and appraisals should link to the staff training plan. One-to-one supervision meetings should be recorded and clearly identify actions, timescales and responsible people.

This is to ensure people's care and support is consistent with the Health and Social Care Standards which state that, "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14) and "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance systems. (HSCS 4.19)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
9 Jul 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 4 - Good 5 - Very good 5 - Very good

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