

Inspection report

East Kilbride & District Dementia Carers Group Support Service

169 Pine Crescent
Greenhills
East Kilbride G75 9HJ

Inspected by: Gillian McPake
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 23 November 2005

Service Number

CS2003001410

Service name

East Kilbride & District Dementia Carers Group

Service address169 Pine Crescent
Greenhills
East Kilbride G75 9HJ**Provider Number**

SP2003000281

Provider Name

East Kilbride & District Dementia Carers Group

Inspected ByGillian McPake
Care Commission Officer**Inspection Type**

Announced

Inspection Completed

23 November 2005

Period since last inspection

9 Months

Local Office AddressPrinces Gate
Castle St
Hamilton

Introduction

East Kilbride and District Dementia Carers Group is registered to accommodate six people with diagnosed dementia. The building has its own private garden and is set in a quiet residential area of East Kilbride. The building blends well with the surrounding environment.

The aims of the service as stated by the service provider is "to have a warm, friendly stable environment. To treat service users with respect, encouraging and assisting service users throughout the day in self help, domestic and social skills."

Basis of Report

The report was written following an announced inspection carried out by Gillian McPake. Before the visit the Service completed a Pre - Inspection Return containing information about the service. The Home also sent a self-evaluation form.

The Care Commission Officer contacted the service telling them when the visit would take place.

During the visit which took place on 23 November, 2005 the Care Commission Officer spoke with:

The Manager
Three staff members
The Cook
Five service users

and looked at a range of policies, procedures and records including the following:

Staff Files
Fire safety records
Accident and incident records
Medication records

and spent time observing practice and staff interaction with service users.

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the following National Standards.

Support Services:

Standard 1: Informing and Deciding
Standard 2: Management and Staffing Arrangements
Standard 4: Support Arrangements
Standard 6: First Meetings
Standard 10: feeling Safe and Secure.

Action taken on requirements in last Inspection Report

There were no requirements made since the last inspection report.

Comments on Self-Evaluation

The self evaluation was completed prior to the inspection. No areas of development were

identified by the service.

View of Service Users

Five of 6 service users were consulted about the service. Service users spoke positively about the service and the staff. Service users appeared to enjoy their time in this service.

View of Carers

There were no carers available to talk to during the inspection.

Regulations / Principles

National Care Standards

National Care Standard Number 1: Support Services - Informing and Deciding

Strengths

A detailed information pack was available to service users and their relatives about the services provided.

There was a service user agreement available detailing the rights and responsibilities of the service user's, the kind of support service it provides and any charges for the service.

Care Commission inspection reports were available on the notice board.

Family, carers or representative's were provided with information about the service and were involved in settling in and review processes. There were regular Carer Support meetings with invited guests who could provide useful information and support to families and carers.

Areas for Development

None identified at this inspection.

National Care Standard Number 2: Support Services - Management and Staffing Arrangements

Strengths

A comprehensive range of policy and procedures were available and were reviewed on a regular basis. Staff demonstrated a knowledge and understanding and were supported by management to understand and put these policy and procedures into practise.

Staff received training appropriate to their work environment. A comprehensive induction programme was available to staff, students and volunteers. Staff were positive about their training opportunities and the support they received from the Senior and the Manager in achieving their goals.

Scottish Vocational Qualification programme was available to all staff. A number of staff had received their qualification or were working towards it.

Formal supervision of staff was carried out on a monthly basis which enabled staff to identify further areas of training and development. A development and training plan was available.

An appropriate recruitment policy and procedure was in place.

Each individual had an appropriate risk assessment as well as a separate risk assessment for the building. A regular review of these risks was performed.

The service provided information about restraint and the procedures in place.

Areas for Development

Staff were aware of the procedure of restraint , and were familiar with the policy. Staff had not had any formal training and it would benefit the staff and the service if training was carried out by a suitably qualified person.

National Care Standard Number 4: Support Services - Support Arrangements

Strengths

The service had effective systems for responding to referrals for the service.

Service users spoken with were very positive about the support they received.

Personal plans showed information about the person's needs and preferences. For example preferred name, dietary requirements and support needs. Copies of personal plans were provided where required. Formal reviews were being carried out on a regular basis.

Service users had a named staff member who was responsible for their support arrangements.

Areas for Development

None identified at this inspection.

National Care Standard Number 6: Support Services - First Meetings

Strengths

Service users would have an informal visit prior to attending, during which they would be introduced to the service and other service users. Staff would be available to provide support and information.

A photograph album was available to enable new service users to see what activities and events take place in the service.

Families and carers were involved in the introduction to the service and the reviews thereafter.

Areas for Development

None identified at this inspection.

National Care Standard Number 10: Support Services - Feeling Safe and Secure

Strengths

Service users were involved in assessing any risk which may result from events or activities.

Staff offered encouragement to take part in these where appropriate and discussed any concerns highlighted by the risk assessment.

Appropriate records were kept of accident, incidents and any episodes of restraint.

Areas for Development

None identified at this inspection.

Enforcement

There has been no enforcement taken since the last inspection.

Other Information

None

Requirements

None

Recommendations

None

Gillian McPake

Care Commission Officer