

Caring in Craigmillar Support Service

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Type of inspection:
Announced (short notice)

Completed on:
11 August 2023

Service provided by:
Caring in Craigmillar

Service provider number:
SP2007009165

Service no:
CS2007155288

About the service

Caring in Craigmillar is situated in the Niddrie area of Edinburgh and is registered to provide day care for older people, day care for adults with either learning or physical disabilities. The number of persons using the service is a maximum of 30 adults at any one time.

The day service operates each weekday from Monday to Friday.

At the time of the inspection, 55 people used the service with up to 23 people in attendance per day.

About the inspection

This was a short notice announced inspection which took place on 9 August 2023 between 09:30 and 17:00 and 11 August 2023 between 9:00 and 16:00. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with people using the service and their relatives
- spoke with staff and management
- observed practice and daily life
- reviewed documentation

Key messages

- People built trusting relationships with staff and were treated with warmth and respect.
- The environment was welcoming and people looked forward to their time with the service.
- Meaningful connections were fostered and people made genuine friendships.
- People and their families were offered regular opportunities to give their feedback about the service.
- Staff were well trained and the provider promoted continual learning and development.
- People using the service can be confident the provider had a positive approach to quality assurance and continual improvement.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

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| How well do we support people's wellbeing? | 5 - Very Good |
| How good is our leadership? | 5 - Very Good |

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The service had a large central activity area, split into smaller spaces for people to spend time with others and engage in a variety of activities. Another large room was furnished as a living room and provided alternative space for people to use. People could also choose to spend time in the large garden with a lawn and seating areas.

The environment was homely and welcoming which promoted a sense of comfort and wellbeing. We observed a room full of laughter, smiles and fun and people looked forward to being at the service. People told us 'it's like my second home', 'it's the highlight of my week' and 'I can't wait to come'.

Relationships between staff and people using the service were warm, friendly and respectful. People spoke very highly of staff, describing them as 'wonderful', 'caring' and 'obliging'. The positive nature of interactions created a vibrant and lively atmosphere for people to enjoy. For many people, the most important aspect of the service was the companionship of others and being with friends. Staff ensured people with similar interests could sit together which fostered friendship and meaningful connections. This promoted self-esteem, strengthened social bonds and gave people a strong sense of inclusion and belonging.

People told us they enjoyed the activities offered and they had a choice of what they would like to do. Some people enjoyed being in a group with friends whilst others preferred time alone. People told us the activities helped keep their minds active and this was very important to them. We saw people were stimulated by what was going on around them, which enhanced their wellbeing.

Activities were frequently reviewed and people were asked for feedback and ideas about their preferences. This gave people an opportunity to have their voice heard and make meaningful decisions about the service.

Each person had a comprehensive personal plan in place, written using language which reflected respect and dignity. People's preferences were detailed, giving staff clear guidance about each individual's likes and dislikes. Personal plans were regularly reviewed by individuals and their key workers. We were assured that people were listened to and empowered to help shape their own care and support.

People and their families felt the service was safe and secure. We observed good staff practice, where people were supported safely to meet their health and wellbeing needs. Up to date risk assessments were in place, however these were not always clearly linked to information written in personal plans. Following discussion with the manager we were confident measures would be put in place to make these improvements.

People using the service had access to hot and cold drinks, snacks and fresh fruit throughout the day. Lunch was provided in the dining area which was set out in a country café style, promoting social contact during meals. People told us most of the time they enjoyed the food provided and we saw different dietary needs were catered for. People enjoyed their mealtime in a relaxed environment which enabled a very positive dining experience within the centre.

How good is our leadership?**5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People and their families were given regular opportunities to comment on the service through surveys and questionnaires. The majority of the feedback was positive and the provider had a clear complaints procedure in place. There was evidence the manager and staff team had responded to suggestions for improvements which meant people could be confident their ideas were listened to.

Staff received training in key areas and had regular supervision and team meetings. There was a keen focus on supporting staff to develop their skills and knowledge. This promoted a positive commitment to continual development and learning.

The manager had clear processes in place giving good oversight of the quality of the service. Regular checks and audits were completed by the manager and other team members. The manager had a dynamic improvement plan in place and discussed ideas for future developments with us during the inspection visit. People using the service can be confident the provider had a positive approach to quality assurance and continual improvement.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The service should ensure that all paid staff and volunteers have been vetted, prior to starting work, under the Protection of Vulnerable Groups (PVG) scheme.

Safer Recruitment Through better Recruitment - November 2016

This area for improvement was made on 23 March 2017.

Action taken since then

Two volunteers had been recruited between February 2022 and July 2023. Both volunteers had undergone checks prior to starting work, including membership of the Protection of Vulnerable Groups (PVG) scheme. We were satisfied that the provider had followed the required guidance as detailed in Safer Recruitment Through Better Recruitment – November 2016.

This area for improvement is met.

Previous area for improvement 2

The service should consider introducing a questionnaire to test staff's knowledge of particular policies such as adult protection.

National Care Standards, Support Services - Standard 2, Management and Staffing Arrangements.

This area for improvement was made on 23 March 2017.

Action taken since then

All staff recruited into the service undertook a comprehensive induction which included confirming their understanding of a variety of policies and procedures. Staff knowledge of policies was also underpinned in the training sessions they completed. Staff supervision and team meetings incorporated opportunities for learning and discussion around organisational policies and procedures.

This area for improvement is met.

Previous area for improvement 3

The service should consider introducing an audit to cover areas such as service users files, staff files, including supervision and for activities. The service should also consider using an external auditor.

National Care Standards, Support Services - Standard 2, Management & Staffing Arrangements.

This area for improvement was made on 23 March 2017.

Action taken since then

A variety of audits was undertaken by the manager including personal plans and files. All files were in good order making them accessible to staff. Activities were regularly reviewed and changes made in line with people's preferences and suggestions.

This area for improvement is met.

Complaints

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

Detailed evaluations

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| How well do we support people's wellbeing? | 5 - Very Good |
| 1.1 People experience compassion, dignity and respect | 5 - Very Good |
| 1.2 People get the most out of life | 5 - Very Good |
| 1.3 People's health and wellbeing benefits from their care and support | 5 - Very Good |

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| How good is our leadership? | 5 - Very Good |
| 2.2 Quality assurance and improvement is led well | 5 - Very Good |

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