

## Caring in Craigmillar Support Service

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Type of inspection: Unannounced  
Inspection completed on: 23 March 2017

**Service provided by:**  
Caring in Craigmillar

**Service provider number:**  
SP2007009165

**Care service number:**  
CS2007155288

## About the service

Caring in Craigmillar (CiC) is a community based organisation and a registered charity whose aim is to promote the health and social welfare of the residents of the Craigmillar area, in particular but not limited to, older people and people with learning disabilities.

CiC provide for their service users in two distinct 'clubs'.

The 'Older People Project', (OPP) operates between 9.30am and 4pm on a Monday, Tuesday, Thursday and Friday. Transport is provided by CiC staff and is available to those who require it. Organised activities, social interaction and a two course meal are provided during this period. The main aim of the OPP is to "provide practical and caring services to the elderly and less able members of the community."

The service also operates a 'Wednesday Club' from 6pm to 9pm for adults with either learning or physical disabilities. The club's aim is to "promote social skills and integration into the community".

## What people told us

Prior to the inspection we sent out 25 questionnaires to the manager to give to people who use the service. We received nine completed questionnaires back.

Everyone was overall happy with the care and support that they or their relative receives at Caring in Craigmillar.

We joined members in the morning and spoke with them as part of the inspection. People looked relaxed and comfortable and there was lots of friendly banter.

Comments we received from people included:

- My service provided at the day care is fine.
- The centre is always there to help when needed.
- This service I receive is very good....and support me when needed.
- I am very happy with services I receive; the staff are very good and support me when needed.
- Everything at the service is hunky dory.
- I like the activities on offer at day care.
- The lunch is always good.
- Things are very good at CiC, staff are always on hand to help.
- Everything is fine, I am not frightened to ask staff for help.
- I like the service.

## Self assessment

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the service had taken part in the self-assessment process.

## From this inspection we graded this service as:

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

## What the service does well

We sampled personal plans for members and found that these were in place and gave some background information along with guidance for staff on how best to care and support each person. A system was in place for the on-going reviews of these and we could see that members were involved in this process.

We looked at the Participation Policy and found that this was relevant to the service and being worked through with members on a day to day basis.

We heard from members about all the different activities that were available. People told us they liked the bingo, gentle exercise and reminiscing. They also told us about other events that the service arranged including entertainers, 'cool creatures' and 'storytellers'.

We could see that the service was looking at introducing new activities too including a gardening project, visiting museum boxes and individual life story books.

We were told that the service still managed their 'Phonelink' service in partnership with the council to support people living on their own at home.

We found that the manager had worked hard to put in many new systems within the service, including the recording of staff training and any best practice guidance, codes of conduct and policies that they had read. They had also developed a suite of Policies and Procedures including Adult Protection. Staff we spoke with told us that this had been a great improvement.

We sampled support for staff and found that a supervision policy was in place and that the manager had developed a self-appraisal and supervision policy, which they were working towards.

We sampled training records and spoke to staff and found that these were in place and that staff had received a range of training including adult support and protection, fire warden and promoting excellence in dementia. Two staff were currently being supported to work through their SVQ Level 3.

We sampled staff recruitment files and found that since the new manager had taken up post late last year, this had been greatly improved and that staff were now being recruited following best practice guidance, with the exception of Protection of Vulnerable Groups vetting.

We spoke to staff who were enthusiastic about working at the service.

## What the service could do better

We discussed with the manager some areas of the personal plans and review process that were still a work in progress and felt assured that these would be worked through.

We made a recommendation at the last inspection about introducing systems of audit. Whilst we saw that this had started to take place, we did not see that it was yet meaningful and leading to improved outcomes for the members. We have repeated this recommendation.

We made a recommendation at the last inspection that the service should look at devising methods for ensuring staff knowledge following training. The manager had not yet had a chance to develop this, therefore we repeated this recommendation.

We found that volunteer staff had not been vetted under the Protection of Vulnerable Groups (PVG) scheme. The manager had recently noted this and was in the process of rectifying this. We also noted that a new staff member who required an update, to check they were still a member of the PVG scheme, had started working whilst this check was being applied for. Best practice would be that they would not start until this had been confirmed. We discussed this with the manager and felt that this was a genuine oversight. We asked them to look at putting in a risk assessment for that person meantime, which would include their last PVG check, a self disclosure declaration and no lone working. We made a recommendation about this.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 3

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

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.

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.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
23 Jan 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
18 Jan 2011	Announced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
20 Oct 2009	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
30 May 2008	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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