

Oakfield Day Service Support Service

11 Oakfield Street
Kelty
KY4 0BX

Telephone: 01383 832892

Type of inspection:

Unannounced

Completed on:

26 June 2018

Service provided by:

Capability Scotland

Service provider number:

SP2003000203

Service no:

CS2008172531

About the service

Oakfield Day Care Service was registered with the Care Inspectorate in April 2011 as a support service. The service is provided by Capability Scotland, a voluntary sector organisation.

The service supports up to five adults with learning and physical disabilities. In practice the service operates, Monday to Friday during the day, with an escort and transport provided for people to get to the service and go home.

The service operates from a premises in Kelty. The premises has a large activity room, with access to an outside area and garden, a smaller activity room, a kitchen, a toilet/shower room, two smaller rooms used for personal care and an office.

At the time of the inspection the service was provided by a team of eight support workers (full and part time), a team leader and a manager, who also manages another registered service.

The provider, Capability Scotland states its mission is: 'To transform people's expectations of what is possible and ensure that disabled people achieve equality'.

What people told us

We observed staff working with people using the service. The staff were knowledgeable about people's needs, they were respectful of them as persons, involved them in choices and in whatever activity or routine was taking place.

We received feedback from three relatives of people using the service in Care Standard Questionnaires (CSQs) returned to us, and from a professional person who knows the service. We also spoke to a relative by phone. Their comments included:

'The service is more settled and better now. Our relative likes to go out for short trips and this is happening more often now, and we are pleased about that. We feel the service is involving us more, with invites to parties and inviting us to pop in, which we do. We are made to feel welcome. We're kept up to date with our relative's service through regular reviews and by speaking to staff. For each of the issues we had with the service, they have now put in place measures to deal with them. If we have any issues we know who to contact.'

'The staff know our relative well. There is a good ratio of staff. Our relative enjoys watching the birds on the patio and taking part in planting flowers in the raised beds. We can speak to the team leader if we have any concerns. Any issues have always been dealt with.'

'I have found that staff from Oakfield are very knowledgeable, caring and want only the best and highest level of support possible for the person I know. This person enjoys access to community based activities and her support.'

From the questionnaires we received from relatives on behalf of the people receiving the service, everyone agreed that:

- My support plan tells people about me and what I like.
- Staff know how to support me.
- The service helps me to be as independent as possible.
- I feel safe in the service.
- Staff treat me well.
- There not are a lot of staff changes in the service.
- Staff members have enough time to support and care for me.
- When I tell the service I am unhappy with anything, they do something about it.
- I am confident staff have the right training and skills to support me.
- I am asked for my views on how things can be improved.
- I feel my views are listened to by the service.
- I know I can raise a concern/complaint with the Care Inspectorate about the service.
- Overall I am happy with the quality of care and support this service gives me.

Self assessment

We did not request a self assessment this year. We discussed and considered the service's own service improvement and development plan as part of this inspection.

From this inspection we graded this service as:

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

What the service does well

People using the service experienced positive and warm relationships with the staff who supported them. The staff knew people well, with several staff having supported them for several years. The staff demonstrated a good understanding of people's needs and their support role.

Throughout the day the staff were attentive to people's wellbeing, mood, their communication and involvement in what was going on. As examples, staff sat close to people, used verbal and non-verbal communication such as holding hands and speaking face to face so that people knew the staff were attentive to them. The staff also listened to people's verbal and non-verbal communication to judge whether people were happy or in discomfort, and how they were responding to an activity.

Recently, the staff had intensive interaction training with a speech and language therapist. The training provided staff with a framework for using a range of physical, vocal and verbal communication methods with people to promote their communication to express themselves. The service should continue to build on the use of intensive interactions with people to maximise the benefits they can get from socialising, from activities and to know how people are responding to people and activities.

Since the last inspection people were benefitting from a wider range of activities matched to their interests. People had music sessions, where they played instruments and experienced the physical sensations of the instruments, much to their enjoyment. People were able to sit outside in warm weather under shade, among the raised planting beds and bird feeder, that they had helped to set up. People from a social group visited and did shared activities, this brought a different social mix into the service, which people seemed to enjoy. People were going out more often, either as a group to places of interest or for short trips out in the local area, such as the park, or for longer planned trips such as going to Edinburgh. The trips were tailored to people's individual interests, and energy levels, so that they got the most out of the activity.

People's personal plans were detailed and comprehensive. Since the last inspection each person's plan had been thoroughly reviewed and rewritten with input from people's relatives. They included original guidance from healthcare staff, such as for epilepsy management and speech and language therapy advice. Relatives and professionals involved in people's support gave feedback on the service through regular review meetings, to achieve better outcomes for people. The management and staff were working well with relatives and professionals to improve the quality of the service for people.

Since the last inspection a new team leader was in post in the service. Staff told us the manager and team leader were approachable and were regularly present in the service offering guidance and working alongside them, responding to any concerns or issues. The staff were motivated to undertake any training and development which would enhance the support they provided. They were particularly keen to study for Scottish Vocational Qualifications (SVQs). The staff had undertaken a range of training to support them in their roles, including core and refresher training, and training specific to people's needs. The staff had supervision meetings, to discuss their practice and development needs, this had been a positive experience for them. There had been a couple of staff meetings, with another one due to be held for staff to be involved in the improvement of the service.

Since the last inspection the service's management has used internal audits, audits by a quality manager and an improvement plan with specific goals, timescales and persons responsible to make improvements in the organisation of the service. The service had dealt promptly with any concerns raised, put in place measures to prevent reoccurrences and gave feedback to people's representatives about this. With improved management and leadership there had been improvements in outcomes of; more trips out for people, a greater focus on people's communication, more support for staff through supervisions and staff meetings and improved working relationships with people's relatives.

What the service could do better

The supervision and development of staff practice could include opportunities for staff to undertake SVQs and evidence (practice observations and reflective practice accounts) of staff putting into practice; values, codes of conduct, the Health and Social Care Standards and any learning and training they have done.

The service had met most of the goals set out in its current improvement plan. The service should now take an opportunity to review its improvement plan to set goals for improvements focussed on outcomes. To review the plan the service would take into account and make reference to; feedback from people who use the service and their relatives, professionals, staff, the new Health and Social Care Standards and good practice guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
31 May 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
4 Mar 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
7 Mar 2013	Announced (short notice)	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very good Management and leadership 6 - Excellent
24 Aug 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
8 Sep 2009	Announced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very good Management and leadership 5 - Very good
27 Jan 2009	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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