

Care service inspection report

Full inspection

Robertson Road Resource Centre Support Service

Robertson Road
Fraserburgh



HAPPY TO TRANSLATE

Service provided by: Aberdeenshire Council

Service provider number: SP2003000029

Care service number: CS2003000294

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	5	Very Good
Quality of environment	5	Very Good
Quality of staffing	6	Excellent
Quality of management and leadership	5	Very Good

What the service does well

The service places a high emphasis in involving service users and their families. They have an innovative staff team who are motivated to develop the service being offered.

What the service could do better

The service should ensure that reviews of care take place within the required timescales.

What the service has done since the last inspection

The service has become more established in the community and has worked hard to develop community links.

Conclusion

This service is performing to a high standard. It is innovative and flexible in its approach.

1 About the service we inspected

Robertson Road Resource Centre is operated by Aberdeenshire Council as part of its social work services for adults. Based in the coastal town of Fraserburgh it provides a service to a maximum of 80 adults with a range of needs including learning disabilities, mental health problems and physical and sensory impairments. The criteria for access to the service are outlined in the document guidelines for community care services in Aberdeenshire.

The resource centre includes in its aims to "provide support and care so service users have the opportunity to take part in the life of the local community if they so desire. These opportunities are in the areas of work, education, leisure and therapeutic activities and training".

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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 5 - Very Good

Quality of environment - Grade 5 - Very Good

Quality of staffing - Grade 6 - Excellent

Quality of management and leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

An unannounced inspection was carried out on 26 February 2016.

During the visit we gathered evidence from various sources, including written records:

- current self assessment document
- five service user support plans
- various policies
- maintenance records
- training information.

Discussions with various people, including:

- four service users
- the manager
- the assistant manager
- three day centre officers
- one parent
- one advocate.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The self assessment had been completed prior to the inspection.

Taking the views of people using the care service into account

Service users were spoken with during the course of the inspection.

Taking carers' views into account

Three carers were spoken with as part of the inspection.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service."

Service Strengths

At this inspection we found the service to be performing at an excellent standard in relation to this statement. The service involved service users, families and other stakeholders in all aspects of the service. The service was integrating with the local community.

The service had a participation strategy in place. This encouraged service users and their families to get involved in the service.

The manager advised on the various ways that the service would involve service users and their families in assessing and improving the quality of care and support being provided by the service. This included meetings, reviews both formal and informal, contact when visiting the service and use of advocacy. The manager was also keen to emphasise the community aspect of the service and the important role the service has in the community.

Comments from the manager and staff included:

"We have good relationships."

"People who live locally do pop in for a chat."

"There is a regular newsletter."

"There have been changes to the service so we have to make sure we consult with all involved."

"I feel that service users and their families have a voice and are encouraged to make a full contribution to the Day Service Provisions. We do this through good working relationships with everyone, the keyworker system, open door policy, Aberdeenshire Council, comments, compliments, complaints."

From inspecting the records there were regular support meetings taking place. These meetings involved service users and their families.

An information booklet was in place for the centre. This provided a wide range of information as to what would be available within the building and the wider community. It was wide-ranging and used pictures to help with communication.

The service produced a newsletter. This newsletter contained a wide range of information about what those attending the service had been involved in. The latest one showed service users getting involved in the bike project, a music workshop, life skills and service users' photographs. The newsletter also contained important dates for service users and their families to remember; this included any days the service would be closed. Contact details and website addresses were also in place.

For service users and their families this meant they had information available through the initial information booklet which was then followed up with the regular newsletter.

An 'our voice' was in place. Service users had made suggestions through this regarding the Christmas tree, radio for the pool room and colour schemes for the environment.

There was evidence in place of questionnaires being used after particular events to gauge how service users had enjoyed the event. An example was a

theatre visit at Christmas where service users were given a number of options to make their views known.

Service users were asked for their comments regarding their involvement. Comments included:

"They speak to me, they tell me what is happening."

"Yes we get listened to."

Comments from family of service users included:

"I'm completely involved, I like to know what is going on."

"They phone me and let me know."

"I can tell them if there was anything I wasn't happy with."

"This place gives us as parents peace of mind."

In discussions with management and staff there was an emphasis on ensuring that all involved were kept informed of developments either in individual care or in wider areas regarding the service.

Areas for improvement

The service should continue to maintain its current high standards in relation to participation and keeping service users and their family involved in the service.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 3

“We ensure that service users' health and wellbeing needs are met.”

Service Strengths

At this inspection the service was found to be performing at a very good level for this statement. The service met the needs of service users in relation to health and wellbeing very effectively.

The manager advised on the various ways that the service would meet this statement. She advised that staff were trained to meet health and wellbeing needs and had been trained in epilepsy awareness, rescue medication, sleep systems, physiotherapy workshops and mental health.

Each service user had a plan in place. This contained information on the service user's GP and any other health care professional who may be involved in the care. The manager advised that they had positive contacts with local GPs and that GPs had come to the service to save service users going to the surgery.

Care was being reviewed with a formal care management review on a 12-monthly basis. Informal reviews were ongoing and there was evidence of this in the records.

Medication records were in place for each service user who was receiving medication. This indicated the medication that the service user was on and the times they would receive this medication.

Medical conditions that impacted on the person's life were recorded and any comments specific to that condition were in place. Any mobility aids that were required were also recorded.

Service users who required support with their finances had that person identified within their records.

Each service user also had risk assessments in place. These risk assessments were individualised and applied to the service user, their needs and situations. Included in these assessments was information on supports required and any mobility aids that were being used.

The information regarding assistance with daily activities was detailed and provided information on each person's specific needs and supports. Other examples of supports identified included behavioural and sensory supports. The manager also referred to how the service could react upon changes in body movements, non verbal communication and other out of the ordinary mannerisms which service users may present which could link to underlying health issues.

The inspector was provided with information on the adapted bike project and there were photos of service users using these adapted bikes.

Service users were asked about the supports they received at Robertson Road. Comments included:

"I can ask staff to help me."

"It's a good place to come to, I enjoy it."

"Music and dance is my favourite."

"We have a water bed, I enjoy that."

"It's like a holiday here."

Comments from carers included"

"This place is invaluable for my daughter."

"It's a great place for her."

"The staff are dedicated to looking after her and her friends, it gives us as parents a peace of mind, which is most important when we are getting older ourselves and have to rely on other people to do the job."

"The centre has a great atmosphere and always very welcoming."

In discussions with staff they came across as caring and keen to provide the best quality of care for the service users attending Robertson Road. Comments from staff included:

"We look at meaningful employment and work experience."

"It's about maximising potential."

"We encourage independence."

"We try and use community facilities."

"I like everybody here and everyone is happy."

"There is a drive for person-centred care and to improve what we do."

Areas for improvement

While the service had the formal care management review in place they should also carry out their own review and make it clear when this review took place. In discussions with the manager, she was keen to use this review as a way of involving the service users and carers and adapting it to suit their particular needs. **(See Recommendation 1)**

Grade

5 - Very Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. That the provider should ensure that each service user receives a review at least on a six-monthly basis.

National Care Standards support services. Standard 4: support arrangements.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the environment within the service."

Service Strengths

This quality statement has been reported as part of Quality Theme 1 - Statement 1.

From examination of minutes of meetings it was indicated that service users were being asked for their opinions of the environment and how it could be improved.

A vote was being taken to decide on the colour scheme of the kitchen. Colours were available and service users would tick the colour they preferred.

The manager advised on the changes that had already taken place and how they would follow up these changes by asking service users what they thought.

Areas for improvement

The service should continue to perform to its current high standards.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 2

“We make sure that the environment is safe and service users are protected.”

Service Strengths

At this inspection we found that the performance of the service was very good in relation to this statement. The premises being used were found to be in a good state of repair and suitable to provide the services required.

A walk round of the service indicated it was clean and tidy with no obstructions. Risk assessments were in place for the environment and risk assessments had been tailored dependent on service users' needs.

In discussion with one service user they spoke about their particular needs and how staff would support them to mobilise around the service and ensure they knew where they were going.

As the service is a council service maintenance is carried out either by the council or their sub contractors.

Safety checks were in place where this was required with dates for when the next check would be carried out. There was a maintenance log in place recording faults and the actions that had been put in place for repairs.

The council had a health and safety representative who carried out checks and reviews safety policies and procedures. Staff advised that the health and safety rep is only a phone call away.

Areas for improvement

The service should continue to monitor the health and safety issues at the service and ensure that any repairs are carried out.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of staffing in the service."

Service Strengths

This quality statement has been reported as part of Quality Theme 1 - Statement 1. Information contained within that statement would also apply to this statement.

The manager spoke about the positive experience of meeting with service users prior to appointment. This allowed service users the opportunity to take part in the recruitment process. The manager stated that "the experience felt good and wasn't tokenistic".

The manager advised that service users and carers would meet with new staff informally to give them the opportunity to get to know each other.

The service operates with a keyworker system which allows service users and their families to get to know their member of staff.

Areas for improvement

The service should continue to operate at its current high standard and review how service users and their families can be encouraged and supported to get involved with this statement.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 3

"We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice."

Service Strengths

At this inspection we found that the performance of the service was excellent for this statement. The service operated safe recruitment procedures in accordance with the local authority recruitment policy.

The manager advised that staff were offered a range of training opportunities and that every staff member was given a copy of the Scottish Social Services Council's (SSSC) codes of practice. She stated that a training needs analysis had been completed and that training profiles and a database were available.

Staff spoken with spoke positively about the training opportunities that were available. Comments included:

"We get good opportunities, can't think of any gaps."

"I've been getting support to develop computer skills."

"Training has been very good,we accessed training to support the bike project."

"I've had training, they are strict to make sure we have the right training."

"We all take a lead with our training requirements and as opportunities are cascaded to us."

"As a line manager I actively encourage staff to take responsibility for their training needs by keeping training records updated."

Any training certificates that staff had achieved were available.

A staff noticeboard was in place within the office. Staff were highlighting community resources that they considered would be helpful for all service users. This included information about the conversation café, cuttings from newspapers and community facilities that were available.

A regular staff meeting took place where a range of issues was being discussed. This included people first, advocacy, community kitchen, transport and the newsletter. Staff were being encouraged to share information with their colleagues.

The manager advised on the system of peer auditing of files. She stated that this was an opportunity "to encourage staff to be confident with each other". The manager felt that this system encouraged reflection among the staff.

All staff received regular supervision. These supervision meetings were recorded and a date set for the next meeting. All staff spoken with felt supported while working at the service. Comments included:

"I feel highly supported and notice the high quality of care."

"There is a drive for person-centred care and an openness to change and improve in a very open and creative environment."

In discussions with staff they came across as experienced and highly motivated to provide a high quality of service. They helped create a positive and relaxed atmosphere within the service. One comment from a family was, "The centre has a great atmosphere and always very welcoming".

They were also keen to develop how service users could better access mainstream services and involve the community. For service users and their families this meant they were working with experienced and motivated staff.

Areas for improvement

The service is currently operating to a high standard. The service should continue to support staff in training that meets the needs of staff and service users.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service."

Service Strengths

This quality statement has been reported on as part of Quality Theme 1 - Statement 1. Information contained within previous statements regarding participation would also apply to this statement.

Areas for improvement

Areas of improvement contained within previous statements regarding participation would also apply to this statement.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 3

"To encourage good quality care, we promote leadership values throughout the workforce."

Service Strengths

At this inspection we found the service to be performing at a very good level for this statement. The manager emphasised the importance of having a good staff team who were confident in their roles.

The manager viewed it as an important part of her role to support decision-making and support with ongoing evaluation and assessment.

A leadership board was in place within the staff room. This identified the leadership tasks taken on by staff. The manager advised on the importance of the supervision process in supporting leadership initiatives.

Comments from management included:

"Staff regularly come up with new ideas."

"Staff continually make suggestions."

"A recent example of taking lead role was organising caring for smiles workshop for the staff team, I then encouraged the Day Centre Officer responsible for service users who require support with oral hygiene to arrange for a visit from Diane Lawson Oral Health Team Leader to visit and observe staff's practice and offer guidance where necessary."

There were examples where staff had taken a lead role in developing what the service had to offer. This included the accessible bike project, life skills group and the community walking group.

Comments from staff regarding the initiatives they were involved in included:

"We are very motivated to access funds and develop the service."

"We do get listened to."

"We are taken seriously."

The service offers a wide and varied selection of activities that have been developed not only by management but by the staff team. For service users and their families this meant that they had an increased choice of activities both at the centre and in the community.

Areas for improvement

The service should continue to reflect and review the roles of staff to ensure they are given the opportunity to suggest and act upon their ideas for developing how the service operates.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. That support plans be reviewed on a regular basis and when no change has been made information to show this should also be recorded.

This recommendation was made on 20 February 2013

Care management reviews were taking place. The service plans to further develop their own review system and an amended recommendation has been put in place.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
20 Feb 2013	Announced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
3 Nov 2010	Announced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
2 Nov 2009	Announced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed

5 Jun 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	4 - Good

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Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

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