

# Inspection report

## The Eric Liddell Day Care Services Support Service

Eric Liddell Centre Ltd  
Florence Mackenzie Day Care Unit - F1  
15 Morningside Road  
Edinburgh EH10 4DP

**Inspected by:** Jan Ferguson  
**(Care Commission Officer)**

**Type of inspection:** Announced

**Inspection completed on:** 23 February 2009

**Service Number**

CS2006139974

**Service name**

The Eric Liddell Day Care Services

**Service address**

Eric Liddell Centre Ltd  
Florence Mackenzie Day Care Unit - F1  
15 Morningside Road  
Edinburgh EH10 4DP

**Provider Number**

SP2006008724

**Provider Name**

Eric Liddell Centre Ltd

**Inspected By**

Jan Ferguson  
Care Commission Officer

**Inspection Type**

Announced

**Inspection Completed**

23 February 2009

**Period since last inspection**

First inspection

**Local Office Address**

Stuart House  
Eskmills  
Musselburgh  
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Local Tel No: 0845 600 8335

## **Introduction**

The Eric Liddell Day Care Service is situated in the Eric Liddell Centre in the former North Morningside Church on Holy Corner which offers a wide range of community care programmes for all ages. The day service provides help and support to older people experiencing memory problems and was first registered by the Care Commission in October 2007.

This was the first inspection of the service which aims to " promote the highest quality of life for people with dementia " and seeks to restore them to their fullest possible mental, physical, spiritual and social capability within the limits of their condition.

" The service also aims to promote the highest quality of life for carers by providing relevant support and assistance which contributes to the carers ability to care for the person with dementia in their own home for as long as they are able and wish to do so."

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

Quality of Care and Support - 5 - Very Good

Quality of Environment - 5 - Very Good

Quality of Staffing - 5 - Very Good

Quality of Management and Leadership - 4 - Good

This inspection report and grades represent the Care Commission's 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. Please refer to the care services register on the Care Commission's website ([www.carecommission.com](http://www.carecommission.com)) for the most up-to-date grades for this service.

## **Basis of Report**

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission. The self assessment contained information on areas of the service which the manager considered good as well as areas that had been identified by the service for future development.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas

and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection

One Care Commission Officer

The manager

Staff on duty

Volunteers on duty.

Evidence

During the inspection evidence was gathered from discussions with the manager, staff and volunteers, and observations of service users and staff interactions. A review of records including: personal plans, staff training records and a selection of policies and procedures. The Officer observed the environment and prior to the visit attended a staff meeting.

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at: <http://www.carecommission.com/>

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

### **Action taken on requirements since last Inspection**

Not applicable as this was the first inspection of the service.

### **Comments on Self Assessment**

A fully completed self assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information on each of the quality themes and statements. The service identified its strengths and some areas for future development.

### **View of Service Users**

The Officer spent time with the service users at morning coffee and at lunch time and observed them participating in activities. It was noted that the service users were offered choice in their activities, and were given choice with their meals. They were all positive about the service provision and they were relaxed in their surroundings.

### **View of Carers**

There were no carers present on the day of the inspection.

## **Quality Theme 1: Quality of Care and Support**

**Overall CCO Theme Grading: 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**

The service has a variety of ways to encourage clients and carers participation. This includes client questionnaires, carers meetings, coffee mornings, care plan visits, and clients diaries. The diary was carried by the client between home and the centre and a record made of activities for the day. This assisted with communicating with carers about activities and events carried out at the centre.

The centre provides a newsletter and there were regular phone calls made with carers. The response rate from carer/client questionnaires was 61%. Staff demonstrated an awareness of the participation concept and the service has developed a written participation strategy.

### **Areas for Development**

The manager advised that the service would further develop methods for communicating with more carers.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 6: People who use, or would like to use the service, and those who are ceasing the service, are fully informed as to what the service provides**

### **Service Strengths**

The service has an introductory pack which was given to new clients who can visit the centre by arrangement. This can be in the form of an all day visit or shorter period whichever is the choice of the client. An explanatory leaflet about the Care Commission grading system is incorporated into the pack.

The service has a discharge policy and if a client was moving on a plan would be implemented. There was evidence that a client had made their own choice about moving on and was settled in a Care Home.

### **Areas for Development**

The service was maintaining current good practice and continuing to progress developments.

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0

## **Quality Theme 2: Quality of Environment**

**Overall CCO Theme Grading: 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**

The environment demonstrated the involvement of clients with arts and crafts and photographs were displayed. There was a music room and snoezelen room provided.

There was adequate space for activities. A kitchen area was provided with equipment to enable good hygienic practices.

There was evidence that carers and clients views on the environment could be discussed as part of the carers meetings. A recent survey of carers was positive about the environment. The Officer observed staff involving clients in choosing what arts and crafts would be displayed. It was apparent that the service users had taken ownership of their environment and their views sensitively dealt with.

It was observed and commented on by staff that there was a lack of daylight in the centre. This did not appear to compromise the area as there were outlooks on to stained glass windows and glass surrounding the centre. Privacy and dignity of clients were not compromised.

Comments from Quality Statement 1:1 are also relevant to this statement.

### **Areas for Development**

Management advised that the service would promote advocacy services to clients and carers. This will be reviewed at the next inspection visit.

There were plans to involve the clients in the gardens outside the centre.

### **CCO Grading**

5 - Very Good

### **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**



The service follows the Eric Liddell Centre's Health and Safety Policy. Electrical equipment is checked regularly.

Risk assessments were carried out on equipment and recorded. Risk assessments for outings made by clients were also carried out and there was evidence of action being taken if the clients were deemed to be at risk.

Staff and volunteers spoke of the clients being safe and protected. The staffing levels met the centre's staffing schedule.

Training in regard to Protection of Vulnerable Adults has been undertaken by staff.

### **Areas for Development**

Management were planning to source an auditor for the incident records.

Not all risk assessments were signed. See recommendation 1.

The Infection Control Policy was in draft form. See recommendation 2.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

2

### **Quality Theme 3: Quality of Staffing**

**Overall CCO Theme Grading: 5 - Very Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.**

#### **Service Strengths**

The client questionnaires allows carers to assess and improve the quality of staffing within the service.

The service uses a key worker system. Care plan visits provided the opportunity for staff and carer/client relationships to develop. There was a low turnover of staff.

Staff have regular supervision and there was evidence that staff were given opportunities to develop. Volunteers spoke of good communications systems between staff.

Comments from Quality Statement 1:1 are also relevant to this statement

#### **Areas for Development**

The service was maintaining current good practice and continuing to identify and progress developments.

#### **CCO Grading**

5 - Very Good

#### **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**

All but one member of staff have gained or are currently studying for qualifications to register with the Scottish Social Services Council.

The staff and volunteers spoken to referred to a very motivated staff team.

The Officer attended a staff meeting where it was apparent that the staff were knowledgeable about the service , discussing ways of improving the service and action to be taken.

#### **Areas for Development**

The service was maintaining current good practice and continuing to progress developments.

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0

## **Quality Theme 4: Quality of Management and Leadership**

**Overall CCO Theme Grading: 4 - 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**

The staff and volunteers spoke of an open door policy by management. The manager reports to the Chief Executive on a regular basis.

The manager identified that she would gain further information with regard to quality assurance through the course she was undertaking.

Comments from Quality Statement 1:1 are also relevant to this statement.

### **Areas for Development**

The service was looking at different methods of involving carers in assessing and improving the quality of the management and leadership of the service and increasing the response rate to questionnaires. This will be reviewed at the next inspection visit.

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.**

### **Service Strengths**

The service was knowledgeable about procedures for notifying the Care Commission and were aware of their responsibility in reporting to the Scottish Social Services Council.

The service holds yearly reviews with the volunteers of the service.

The service works in partnership with health and social care professionals. Until recently they facilitated the referral and resource group for South Central Edinburgh.

### **Areas for Development**

To continue to review the quality assurance systems and processes to ensure that clients, carers, staff and stakeholders assess the service provision.

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

0

**Regulations / Principles**

**National Care Standards**

**Enforcement**

There has been no enforcement action against this service since its registration.

**Other Information****Requirements**

There were no requirements identified at this inspection.

**Recommendations**

1. It is recommended that all risk assessments are signed. National Care Standards Support Services. Standard 10.
2. It is recommended that the Infection Control Policy is finalised. National Care Standards Support Services. Standard 5

**Jan Ferguson**  
**Care Commission Officer**