

Inspection report

Quarriers North Lanarkshire Project Support Service

Units 5 - 7
Chryston Valley Business Centre
Cloverhill Place
Chryston G69 9DQ

Inspected by: Edna Hoyle
(Care Commission Officer)

Type of inspection:

Inspection completed on: 25 October 2007

Service Number

CS2004073431

Service name

Quarriers North Lanarkshire Project

Service address

Units 5 - 7
Chryston Valley Business Centre
Cloverhill Place
Chryston G69 9DQ

Provider Number

SP2003000264

Provider Name

Quarriers

Inspected By

Edna Hoyle
Care Commission Officer

Inspection Type**Inspection Completed**

25 October 2007

Period since last inspection**Local Office Address**

Princes Gate
Castle Street,
Hamilton
ML3 6BU

Introduction

Quarriers North Lanarkshire Project was registered with the Care Commission in August 2004. It currently provides support to twenty service users who have learning disabilities in the North Lanarkshire area. Service users hours of support ranges from 5 hours per week to 24 hours per day.

The service consists of one project manager and four team leaders. Each team leader has the day to day responsibility of managing a team of support workers.

Quarriers mission statement is “ Working together to overcome personal and social disadvantage, inspire optimism, and offer choice to children, families and others in need of support”

Basis of Report

Before the Inspection

A phone call was made to arrange a date for inspection and Care Standards Questionnaires were sent out for service providers.

The Annual Return

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

The Self-Evaluation Form

The service submitted a self-evaluation form as requested by the Care Commission.

Views of service users

3 service users returned the Care Commission Questionnaires ,these were positive in nature and didnt identify any complaints.

Regulation Support Assessment

This service was inspected 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. The service was required to have a low level of support that resulted in a low intensity inspection as a result. The inspection was then based upon the relevant inspection focus area(s) and follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity.

During the inspection process

An announced inspection was carried out on 25th of October between 10 am and 15.00 hours A range of paperwork was examined including : Policies and Procedures, Risk assessments, Complaints and the Incident book. Discussion was held with the Manager and a visit was made to 1 of the care facilities.

Staff at inspection

Discussion was held with the manager and 1 care worker

Evidence

Evidence was sourced from a variety of paperwork including the policy and procedure manual, Care Plans, and risk assessments. The Officer also made a visit to a care facility.

Inspection Focus Areas and associated National Care Standards for 2007/08

This year's inspection focus areas (IFAs) have been developed from statutory and policy considerations and have been widely consulted upon. The IFAs are directly linked to relevant National Care Standards (NCS). Details of the inspection focus and associated standards to be used in inspecting each type of care service in 2007/08 and supporting inspection guidance can be found on

http://www.carecommission.com/index.php?option=com_content&task=view&id=4557

The following focus areas were covered: Protection of people

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

Action taken on requirements in last Inspection Report

N/A

Comments on Self-Evaluation

The self evaluation was completed online and was comprehensive in nature

View of Service Users

3 service users returned their questionnaires and they were satisfied with the service they were receiving.

View of Carers

No views of carers were received for this inspection.

Regulations / Principles

National Care Standards

National Care Standard Number 4: Care at Home - Management and Staffing

Strengths

This report comments on elements 1, 2 and 5 of Standard 4 and Focus Area: Protecting People.

The service had a wide range of comprehensive standards and procedures in place to support the work of the staff team. Including a child protection policy.

The Manager advised that contact with children is minimal and risk assessments are in place should a child visit a service user. A working party is in place at present to draw up a restraint policy and procedures for staff.

Individual risk assessments were in place for each service user. These assessments covered a wide range of risks including finance, mobility, medication and health issues. Staff were involved in regularly updating these assessments.

The manager had obtained copies of "Rights, Risks and Limits to Freedom" (Mental Welfare Commission 2006) and "Safe to Wander" (Mental Welfare Commission 2003) and planned to ensure that staff were familiar with these.

The organisation implemented a comprehensive staff induction programme which contained good information on Essential lifestyle planning, SCIP training and moving and handling. Training covering a wide range of areas such as Epilepsy, Learning Disability Awareness and Promoting Independence was offered to staff. Staff also undertook required training such as Food Hygiene, Fire Safety and First Aid. The service had a rolling programme in place for staff to complete relevant qualifications to obtain registration with the Scottish Social Services Council. Staff had received personal copies of the SSSC Codes of Practice.

There was a regular programme of formal, recorded staff supervision and annual development , along with regular staff meetings. An effective system was in place for evaluating staff training and planning future events.

Areas for Development

The provider should progress the policy and procedure regarding restraint.

National Care Standard Number 8: Housing Support Services - Expressing Your Views

Strengths

Elements 3, 4, 5, 6, 7,8 of this standard was not looked at as part of this inspection process. The manager indicated he has regular contact with the service users .They are encouraged to complain if they are not satisfied with the service and a graphic complaints form was available for service users with communication difficulties. The service uses advocates and these are also encouraged by the mangement to allow service users to make their views known.

Areas for Development

The service continues to make good progress in this standard.

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

A visit was made to a care facility during the inspection, it was found to be bright, warm, caring and a comfortable environment. One lady who could make her views known thought the staff were "wonderful"

Both staff indicated they enjoyed their jobs and were well supported by the management.

Requirements

Recommendations

The provider must progress the development of the policy and procedure specific to the use of restraint. National Care Standard Care at Home, Standard 4: Management and Staffing.

Edna Hoyle
Care Commission Officer