

## Napier House Day Services Support Service

Napier House  
300 Napier Road  
Glenrothes  
Fife  
KY6 1BF

Telephone: 01592 583140

Type of inspection: Unannounced  
Inspection completed on: 8 December 2017

**Service provided by:**  
Fife Council

**Service provider number:**  
SP2004005267

**Care service number:**  
CS2003017677

## About the service

Napier House Day Services is located in Napier House Care Home in Glenrothes. This local authority service supports older people living at home by offering social and recreational activities. The service can support up to 20 people daily Monday through Friday. The service is viewed as a means of supporting service users to remain in their own home and as providing respite to carers. The principles of choice, dignity, privacy, safety and independence are identified within the written aims and objectives. The centre's philosophy reflects the principles that underpin the National Care Standards (NCS).

The service relocated from Alan McLure House in October 2017 and the change in name and location marks an opportunity for service development. Alison Marrs is the registered manager and responsible for the day-to-day running of the service and was available to support the business of the inspection.

## What people told us

The views of people attending on the day of our visit were gathered throughout the day and with support from an inspection volunteer\*. Before our inspection visit, we received completed Care Standards Questionnaires from five people using the service, four relatives and seven members of staff. Information reflected a high level of satisfaction with all aspects of the service with only one person indicating their dissatisfaction with the arrangements that had been in place to support service delivery while South Parks and Alan McLure underwent relocation. Written comments included:

- "The days I am there, I get the best of attention from the staff and enjoy my time there."
- "The care and kindness shown by staff is excellent and my (relative) is very happy there and looks forward to (their) visits....."
- "The staff at the day care ..... are excellent in coping with (my relatives) problems - both physical and mental. (They) look forward the (their) days there and thoroughly enjoys the stimulating activities they provide."
- "I find the staff most helpful and kind and enjoy my time with them."

\*An inspection volunteer is a member of the public who volunteers to work alongside Care Inspectorate Inspectors during the inspection process. Inspection Volunteers have a unique experience of either being a service user themselves or being a carer for someone who uses or has used services. The inspection volunteer's role is to speak with people using the service (and potentially their family carers, friends or representatives) being inspected and gather their views. In addition, where the inspection volunteer makes their own observations from their perspective as a recipient or carer, these may also be recorded.

## Self assessment

The service was not required to submit a new self-assessment. As part of our inspection we discussed the way this service could develop and present their improvement plan.

## From this inspection we graded this service as:

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	5 - Very Good

## What the service does well

Following discussions, sampling records and observations of staff practice we could be confident that a very good service was delivered.

Napier House Day Services had continued to provide the a friendly service for the people who attend, previously delivered at South Parks and Alan McLure. We were encouraged that staff had continued to be caring and had maintained very good relationships with the clients and their families.

People using the service told us they enjoyed attending and were very satisfied with the management, staff, care and support. We could be confident that the service kept families up-to-date with their relative's health and wellbeing and how they were supported.

Our observations and discussions with staff confirmed that they had good awareness and understanding of the individual health needs of the people in their care. There was a genuine desire to improve the quality of life for people and their families and not focus on the problems people may present. Information from our inspection volunteer, our observations of practice and our experience of meal times confirmed staff provided very good assistance and supervision in a friendly, respectful manner. People enjoyed the social aspect of the meal and staff contributed to this while tendering assistance discreetly.

Care records sampled were adequate and reflected support based upon a process of assessment and review. As a result, we could be confident that the information was up-to-date.

We were encouraged by the improved facilities available within this new building and the opportunity for the design of the environment to support a flexible approach to a centre based service.

## What the service could do better

The provider has identified the need to review daycare services and enhance service provision to support respite and enablement. This has implications for service user involvement, staff training and support. We would expect a process of reflection in relation to the recent changes made to the day care service, to direct how any future developments could be managed.

The relocation and change in name for the day care services may have provided an ideal opportunity to develop and demonstrate self-evaluation and a service improvement plan - a recommendation (1) is made.

The manager was committed to supporting improvement in all aspects of the service and had identified support plans as one element that could be better. Our examination of care records identified the need to review the way health needs are assessed in terms of the risks presented and how these are to be managed - a recommendation (2) is made.

We were surprised to see end of life care included routinely within support plans. It was reported that records used to support people in the care home for short term assessment and rehabilitation, were being considered as suitable for the day care services. This project could provide an opportunity to ensure the format of records reflect an enablement model but also consider a tailor-made approach to information recorded - a recommendation (3) is made.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 3

1. For people to remain confident in the quality of service they and their loved ones receive the provider could develop the service improvement plan to ensure that everyone involved can improve the quality of care experienced in a planned and structured way. The improvement plan could include details of:

- what areas need to be improved
- what the desired outcomes will be for residents
- how the improvements will be made
- when the improvements will be implemented
- who will be responsible for making the improvements and
- how will improvements be measured.

**National Care Standards, Support Services, Management and staffing arrangements Standard 2, number 4.**

2. For people to be confident in the way the health and well being needs of their loved ones are supported while attending the service, the provider could review the risk assessment process and records currently in place to evidence they can address the health alerts identified.

**National Care Standards, Support Services, Support arrangements Standard 4, number 7.**

3. For people to be confident in the way the health and well being needs of their loved ones are supported while attending the service, the provider could review the format for support plans to reflect a person centred approach to care by ensuring only information important to the person being supported, is included.

**National Care Standards, Support Services, Support arrangements Standard 4, number 7**

## 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	
17 Jul 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Feb 2012	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
29 Feb 2012	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
21 Sep 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
24 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
23 Sep 2009	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
31 Jul 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can 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.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.