

Fife Day Care Services Support Service

64 Cedar Avenue
Lumphinans
Cowdenbeath
KY4 9FE

Telephone: 01592 782 889

Type of inspection:
Unannounced

Completed on:
30 November 2023

Service provided by:
Fife Day Care Services Limited

Service provider number:
SP2017012953

Service no:
CS2017358768

About the service

Fife Day Care Services was registered with the Care Inspectorate in April 2018.

During this inspection we used the 'Health and Social Care Standards' to help evaluate the quality of service provided and people's experiences. The standards can be accessed at www.gov.scot.

Fife day care Services Ltd is a registered charity funded by Fife Council to provide quality "active ageing" day support to older people. Information can be found on the provider website at www.fifedaycareservices.org.uk.

About the inspection

This was an unannounced inspection which took place on 28 November 2023 between 10:00 - 16:00. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with eight people using the service and six of their family.
- spoke with five staff and management
- observed practice
- reviewed documents

Key messages

- People enjoyed everything about this service
- People were supported by staff who knew them well
- Staff were knowledgeable, caring and respectful
- Quality assurance systems involved people and contributed to outcomes.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We evaluated this key question as Very Good, as the service demonstrates major strengths in supporting positive outcomes for people. It was a pleasure to see everyone wanted to be at the day centre, and thoroughly enjoyed their time spent in the company of volunteers, staff and other people attending.

This service benefits from a very stable staff group. We found effective systems in place to support good communication and a significant contribution from volunteers. This meant people were given time, felt they were listened too and that staff valued their views. This was verified by the feedback given by people attending and their families. Comments included: "Can't praise it highly enough" and "there's a personal touch, everyone feels important."

We found staff were caring and had very good relationships with people attending and their families. This was verified by the feedback given by people attending and their families. Comments included: "we are kept up to date" and "It's really good for us, me and Dad, as it gives us time and knowing Mum is happy to go."

We observed very good interactions and as a result, support that was given with compassion, humour and respect. We could be confident people's wellbeing benefited from a skilled and experienced team who clearly demonstrated the values and principles at the heart of the Health and Social Care Standards.

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.

Our observations of practice and our experience of lunch time confirmed staff provided very good assistance and supervision in a friendly, respectful manner. People enjoyed the social aspect of the meal. We were reassured that the focus for the day's routine was on activity with indoor golf and seated exercises firm favourites with people. This meant the service was achieving its aims and objectives, supporting people to enjoy active ageing and remain in their own home.

We found that the support plans contained detailed information on people's abilities and needs. This meant records could guide and support staff provide safe care and support that was right for the people attending.

We found the reflective discussions staff had at the end of the day supported evaluation and review. This meant care and support could be kept up to date and check all necessary contacts had been made. This meant people benefitted from good information sharing and relatives had "peace of mind."

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. This informed any discussion in anticipation of future care and support needs. Comments included: "brilliant set up" and "brilliant rapport."

How good is our leadership?**5 - Very Good**

We evaluated this key question as Very Good, as the service demonstrates major strengths in supporting positive outcomes for people.

The service had produced their 2023 Annual report which provided a very detailed account of the service. We were impressed by the content and the important contribution made by people attending and their family. We found feedback from people using the service and their family was central to guiding service developments and measuring the quality of the service. This level of involvement is excellent and provides an example for other services considering how they may progress with self evaluation and develop a service user focus to their quality assurance.

The decision to reduce the number of people attending been made to benefit people living with dementia and had created space and time for staff to engage meaningfully. We found an atmosphere where stimulation was not overwhelming and no one was put off joining in.

People we spoke to reported a very high level of satisfaction in the service they experienced. They described a service where the staff were known to them, who knew what they liked and who were very well organised. They loved the company, the activities and "getting out"

We found very good communication management and staff shared information, worked together and with different organisations, promptly and where appropriate. This meant people could enjoy a pro active and responsive service resulting in an experience that was right for them.

We suggested a more formal record be kept regarding staff training and supervision to provide extra assurance around staff development and sustain improvements.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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Care Inspectorate
Compass House
11 Riverside Drive
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