

White Top Centre Care Home Service

Westfield Avenue
Dundee
DD1 4JT

Telephone: 01382 435 198

Type of inspection:
Unannounced

Completed on:
25 November 2024

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Service no:
CS2003000512

About the service

The White Top Centre respite service registered with the Care Inspectorate on 01 April 2011. The centre is located off the Perth Road, in Dundee. The respite service comprises of three bedrooms, a bathroom and a communal eating and lounge area. Most of the people who receive the respite service also make use of the day support service, which is in the same building. The service provides respite for 18 adults and their carers, with up to three people being supported at any one time.

Prior to the Covid-19 pandemic the service was open for seven nights a week, but at the time of our inspection it was providing respite between Thursday and Monday each week.

The respite service aims to create a social climate within the service setting which conveys a personalised environment in which activities and routines stem from individual and shared needs. The centre endeavours to ensure that service users have appropriate access to community facilities, including resources for education and leisure provision. Respite aims to provide a healthy lifestyle and actively encourages service users to value health and wellbeing.

About the inspection

This was an unannounced inspection which took place on 19 November 2024 between 0930 and 1630 hours. Because no people were using the service on the day of the inspection, a further brief visit took place on 22 November 2024, to observe care practice and engage with people using the service. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been awarded. This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, the setting, and planned care/support.

We confirmed that the service continued to provide a very good level of care and support. We know this because on this inspection we:

- spoke with two people using the service
- spoke with three service user's family members by telephone
- spoke with six staff and management
- received feedback through electronic care standard questionnaires from one relative of a person using the service, seven staff members, and four external professionals
- observed practice and daily life
- reviewed documents.

People indicated that they were very happy with the care and support provided, and with the management of the service.

Key messages

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been awarded. Details of the core assurances assessed are detailed below.

Legal assurances

The service was providing care and support that was appropriate to people's needs. It was, however, identified that the conditions of registration could be changed to more accurately reflect the needs of people using the service. The service provider stated that they would make an application to vary the conditions of registration. This issue did not impact on the service's ability to deliver a very high standard of care.

The service was provided by Dundee City Council and appropriate business continuity and insurance arrangements were in place.

Wellbeing

People lived in a safe environment and staff provided people with a very high standard of care. Staff were aware of people's specific health and welfare needs and knew how to report concerns related to adult support and protection. There have been no protection concerns within the service.

Appropriate legal frameworks were in place to support people who were unable to make their own decisions about their care and support. Procedures were in place to manage people's money when they attended for respite. The legal frameworks and procedures helped give people confidence that their lifestyle choices and wishes and preferences were respected.

The service was clean, and procedures were in place for infection prevention and control. Staff had access to appropriate cleaning materials and personal protective equipment (PPE). As a result, people could be confident that they lived in an environment that reduced their risk of exposure to infection.

Effective medication administration and storage systems helped ensure that people received the right medication at the right time. Staff were trained in medication management and supported people with their medication in accordance with their care plans. Staff clearly understood people's healthcare needs, which helped ensure that their health and wellbeing was optimised.

Close contact was maintained with people's family and friends. Staff understood the importance of communication and engagement with the community. The service was very person-centred, and staff were motivated to work there. Regular activities took place within and outside the service, including adapted cycling; 'sound beam'; interactive storytelling (small group activities using personal items and equipment to promote sensory interactions); 'Poppy's Bubbles' (interactive and sensory activities); 'Animal Magic'; and a sensory room which had been redeveloped last year.

Leadership

The service had a motivated manager, who was supported by a dedicated team of senior care staff and administrative support. This helped ensure the service ran well. Staff and people's representatives told us that they respected the manager and held the service in high regard.

The service had a development/improvement plan, which was updated annually. This was used to help

identify and drive forward improvements in service provision. The manager sought the views of people/their representatives and staff about developing the service. People using and working in the service were seen as experts in how care and support should be provided.

Comprehensive quality assurance and audit processes were in place, covering key areas of care and support, infection prevention and control, and maintenance. Audit and management oversight activities took place at regular intervals, with actions taken to remedy issues recorded. Such oversight gave people assurance that the service operated to a high standard.

There had been no significant accidents and incidents in the service and procedures were in place to monitor and review adverse events and 'near misses'.

There had been no recent complaints about the service. The manager and staff sought to be proactive in dealing with people's concerns and anxieties, which people appreciated.

Staffing

People could be confident that staff providing their care were suitably qualified and had appropriate knowledge and skills. This was made possible through robust recruitment and induction processes for new staff, and ongoing online and face-to-face training. There were also regular checks on staff registration with professional bodies, such as the Scottish Social Services Council and the Nursing and Midwifery Council.

Staffing levels were appropriate to meet people's needs. We heard that several staff had recently been recruited and were settling into their roles well. Due to the complexity of people's needs, it can take some time for new staff to become familiar with the individual approaches needed to deliver compassionate and effective care. The service was aware of this and ensured that there were always experienced staff on duty to support new staff.

We noted that the service did not use a formal tool to determine staffing levels. Such tools are helpful in demonstrating that a service is suitably staffed; however, we recognise that in a very small service, such as the White Top Centre, any deficiencies in staffing would be easily recognised.

Staff felt supported by the management team and held positive views about working in the service. Support was available through handover meetings, team meetings, formal supervision, and 'informal' discussions.

Prior to the Covid-19 pandemic the service was open for seven nights a week, but at the time of our inspection it was only providing respite between Thursday and Monday each week. The service was actively recruiting staff to enable the service to open throughout the week.

Setting

The environment was clean and well maintained, with plans in place for refurbishment and new furniture. The premises had been adapted to meet the needs of people using the service. There was suitable space in the lounge and kitchen/dining area for people to take part in activities and engage with each other. The three bedrooms had direct access to patio/garden areas.

We saw that the service had systems in place to check and maintain equipment to comply with health and safety regulations.

The hydrotherapy pool had been out of use for a considerable time due to technical issues. Work was ongoing to try and resolve the issues. Hopefully, the pool will be brought back into use soon as people told us that they enjoyed using it for exercise and relaxation.

Planned care/support

Care plans covered key areas of health and social care needs. They were informative, with details about the person and how to approach their specific care needs. There was clear involvement of people and their representatives in planning and reviewing care, which helped ensure that information was up to date and reflected people's wishes. People's likes and dislikes were highlighted, along with their personal interests. As a result, people's care was tailored to their own needs and preferred activities.

Complaints

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

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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