



REPORT TO: PERFORMANCE & AUDIT COMMITTEE – 27 MARCH 2018

REPORT ON: OUTCOME OF CARE INSPECTORATE INSPECTION – MACKINNON CENTRE RESPITE PROVISION

REPORT BY: CHIEF FINANCE OFFICER

REPORT NO: PAC19-2018

1.0 PURPOSE OF REPORT

The purpose of this report is to advise the Performance & Audit Committee of the outcome of the recent Care Inspectorate inspection of Mackinnon Centre Respite Service for people with physical disability.

2.0 RECOMMENDATIONS

It is recommended that the Performance & Audit Committee (PAC):

- 2.1 Notes the content of this report and the content of the inspection report (attached as Appendix 1).
- 2.2 Notes the Excellent grades awarded to the service, the strengths of the service, and the very positive comments made by service users and carers as detailed in paragraph 4.5.

3.0 FINANCIAL IMPLICATIONS

None.

4.0 MAIN TEXT

4.1 Mackinnon Centre Respite

The inspection by the Care Inspectorate was completed on 12 January 2018 and the report is attached as Appendix 1. The service was inspected on two quality themes:

Theme	Grade
Quality of care and support	6 Excellent
Quality of environment	6 Excellent

Previous inspections	Themes inspected	Grade
15/02/17	Two quality themes inspected	2 x 6 (Excellent)
04/03/16	All 4 quality themes inspected	4 x 6 (Excellent)
27/11/14	All 4 quality themes inspected	3 x 5 (Very good) 1 x 6 (Excellent)

- 4.2 Mackinnon Centre Respite is registered as a care home and delivers respite care for people with physical disability. It has 10 rooms, two of which deliver care to people leaving the Centre for Brain Injury as a step towards them returning home or finding new accommodation.
- 4.3 The Inspector reported that the service had an 'excellent level of care, support and staffing for its customers'. They were impressed with the way this service enabled service users to live as full a life as possible during their stay in respite.

4.4 It was noted that the service engaged well with people who only reside in the service for a few days at a time and that attention to detail in relation to support, rehabilitation, social and personal activities was also exemplary. The service was commended for making the experience of respite a 'very positive and empowering one for the people who use it' and this was the reason which a high-grade of 'excellent' was awarded for care and support.

4.5 Relatives and service users' comments included:

- 'The food is amazing and there are always three choices.'
- 'I am very happy with my room it is spacious and well adapted for a wheelchair user.'
- 'I am a cold tatty but I am always warm here.'
- 'They support me to do what I can do and assist me with what I cannot do for myself.'
- 'The staff are friendly and professional: sometimes we have a laugh together.'
- 'They ask us about what we would like to do during our stay'.

4.6 There were no recommendations in the report.

5.0 POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Equality Impact Assessment. There are no major issues.

6.0 RISK ASSESSMENT

This report has not been subject to a risk assessment as it relates to the publication of Care Inspectorate information and therefore does not require a policy decision.

7.0 CONSULTATIONS

The Chief Officer and the Clerk were consulted in the preparation of this report.

8.0 BACKGROUND PAPERS

None.

Dave Berry
Chief Finance Officer

DATE: 5 March 2018

Alison Bavidge
Resource Manager
Health & Social Care Partnership

Mackinnon Centre Care Home Service

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Telephone: 01382 431970

Type of inspection: Unannounced
Inspection completed on: 12 January 2018

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Care service number:
CS2003000501

About the service

The Mackinnon Centre is a respite unit for people with a physical disability. It aims to give carers a break and service users an opportunity to be cared for. The service provides care which ranges from assistance for people to learn, or relearn skills, to simple respite to give their carers a break. It is a fully modern 10 bedded unit with individual bedrooms and lots of social space as well as spacious and accessible gardens.

The service also has a collaborative rehabilitation programme for people recovering from brain injuries. Staff have been specially trained and receive support from the brain injuries service.

What people told us

Three service users were interviewed as part of this inspection. Their views were overwhelmingly positive. Here are some examples of what they said:-

- 'The food is amazing and there are always three choices.'
- 'I am very happy with my room it is spacious and well adapted for a wheelchair user.'
- 'I am a cold tatty but I am always warm here.'
- 'They support me to do what I can do and assist me with what I cannot do for myself.'
- 'The staff are friendly and professional: sometimes we have a laugh together.'
- 'They ask us about what we would like to do during our stay.'
- 'I am going for a coffee in the town later.'
- 'Always a quick response when I use my buzzer for assistance.'
- 'Today they assisted me to make a phone-call to the pharmacy.'
- 'I am always happy here.'
- 'I feel safe here.'
- 'If I have any issues to discuss I can talk to the seniors - Ruth or Susan.'
- 'Yes I do have a support plan and it is regularly reviewed with me.'
- 'I self-administer my own medication.'

Self assessment

A self assessment was not required to be completed at this inspection; however the service spoke about their goals and aspirations for the forthcoming year. The management team had identified some of the strengths and areas that they wanted to develop and had their own service development plan for 2017/18.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

The service had an excellent level of care, support and staffing for its customers. We were impressed with the way this service enabled service users to live as full a life as possible during their stay in respite. Here are some examples of the strengths:-

- Where service users needed support with rehabilitation the inspector observed it being carried out in a supportive, well-informed and sensitive manner.
- Support plans used by the service were outcome focussed and person centred. There was a high level of detail in relation to specific support, risk assessments and monitoring outcomes via reviews.
- Users of the service were consulted about what they wished to do during their stay and were assisted by staff to undertake a variety of social, personal and rehab-related activities.
- Service users were involved in how the service was run via participation groups, questionnaires, reviews and personal interviews.
- Staff were well-trained for the tasks they carried out. The inspector saw evidence of training in medication, adult protection, moving and handling, food hygiene and peg feeding.
- Staff were registered with the Scottish Social Services Council and were recruited using recognised good recruitment practice. One new member of staff confirmed that they had had an effective induction to the service.
- The service promoted use of staff skills, champions in areas like moving and handling, good practice via observations and tackling of poor practice.
- Observation of staff practice showed excellent relationships with service users, outstanding support and encouragement for rehabilitation support and a detailed knowledge of, and compassion for, the people they support.
- Service users also benefit from the added value of the skills centre (on site) which is available for them to use during and sometimes outside of their respite stay.

The inspector was very impressed with the way this service engages with people who only reside there for a few days at a time. The attention to detail in relation to support, rehabilitation, social and personal activities was also exemplary. The service manages to make the experience of respite a very positive and empowering one for the people who use it which is why a high-grade of 'excellent' has been awarded for care and support.

The culture of promotion of excellent staff practice was also impressive at this service where staff were supported to be the best they could be using their professional skills in a framework of support and scrutiny. A grade of excellent has also been awarded for the staffing of this service.

What the service could do better

This service has become more flexible in recent times with what it offered. Recently the possibility of intermediate care has been added to its rehabilitation, planned and un-planned respite. The inspector discussed this with representatives of the service's management team and encouraged them to re-visit their mission statement and to re-evaluate how they interact with the wider care sector. The service was aware of the need for this already but welcomed the discussion.

Intermediate Care

<http://hub.careinspectorate.com/media/205384/sg-intermediate-care-framework.pdf>

New Care Standards

<http://www.gov.scot/Resource/0052/00520693.pdf>

The inspector also discussed with them the new National Care Standards and emphasised that all services, including ones with high quality grades, should be preparing staff to assimilate and use the new care values and aspirations they contained. They service had already given copies to staff but were yet to embark on further discussion with staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings	
15 Feb 2017	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	Not assessed
		Management and leadership	Not assessed
4 Mar 2016	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
27 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Dec 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
10 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
24 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed

Date	Type	Gradings	
29 Sep 2009	Announced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
22 Dec 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
22 May 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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