

Oxgangs Care Support Service

6-12 Firrhill Neuk
Edinburgh
EH13 9FF

Telephone: 01314 453 332

Type of inspection:
Announced (short notice)

Completed on:
28 July 2023

Service provided by:
Oxgangs Care

Service provider number:
SP2003003130

Service no:
CS2005088517

About the service

Oxgangs Care is situated in the Oxgangs area of Edinburgh and is registered to provide a support service to a maximum of 12 older adults at their premises and in the wider community.

The day service operates on Wednesdays, Thursdays and Fridays.

At the time of the inspection, 34 people used the service with 12 people in attendance per day.

About the inspection

This was a short notice announced inspection which took place on 20 July 2023 between 9:30 and 17:15. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the 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 people using the service and their relatives
- spoke with staff and management
- observed practice and daily life
- reviewed documentation

Key messages

- People built trusting relationships with staff and were treated with warmth and respect.
- People were encouraged and supported to make decisions about how they spent their time.
- People were offered drinks throughout the day and they enjoyed the lunch that was provided.
- Staff were well trained and the provider promoted continual learning and development.
- Medication processes should be improved to reflect individual's abilities and support needs.
- The service should establish and implement a clear quality assurance policy and procedure.

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?	4 - Good
How good is our leadership?	4 - Good

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

How well do we support people's wellbeing?

4 - Good

We evaluated the performance of the service as good in relation to this key question as there were important strengths which, taken together, outweighed areas for improvement.

The service had a central activity area where people could spend time with others and engage in a variety of activities. People could also spend quieter periods in a 'reminiscence room' which had homely furnishings and décor to promote comfort and relaxation.

Activities were planned each day with available options based on people's interests and hobbies. People were offered a choice of what they would like to do either in small groups or individually. Staff knew people well and could offer alternatives if people chose not to take part in what was on offer. People were fully involved in decisions about how to spend their time and were stimulated by activities that they enjoyed.

Relationships between staff and people using the service were warm, friendly and positive. We observed staff engaging well and creating opportunities for conversation. This helped people to make connections with each other and build friendships.

One person was attending for their first day and it was lovely to see them being welcomed into the group. Staff gave everyone a chance to introduce themselves. This approach enabled people to feel at ease and be confident in participating in the group.

People felt safe and secure whilst attending the centre. The service had up to date support plans and risk assessments in place. The staff team worked closely with people and their families to ensure they met people's health and wellbeing needs. Staff supported people with their mobility when in the centre to promote independence.

Some people needed assistance to take their medication and support was provided to help them at the required times. Further improvement was needed to assess people's abilities to either take their own medication or be supported to do so. This would include the transportation and storage of medication when visiting the centre. See area for improvement one.

People using the service had access to drinks throughout the day and lunch was provided. The dining area was set out to support social contact during meals. People told us that most of the time they enjoyed the food provided and we saw that different dietary needs were catered for. The manager gave regular feedback to the external supplier for the meals, to ensure people's preferences and tastes were catered for. People enjoyed their mealtime in a relaxed environment which enabled a very positive dining experience within the centre.

Areas for improvement

1. To support people's health and wellbeing outcomes, the provider should ensure that medication policies and procedures are further developed. This should include but is not limited to reviewing the process for receiving medication; and assessing each person's skills and independence in relation to the storage and self-administration of medication.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'If I need help with medication, I am able to have as much control as possible' (HSCS 2.23).

How good is our leadership?

4 - Good

We evaluated the performance of the service as good in relation to this key question as there were important strengths which, taken together, outweighed areas for improvement.

People and their families were given regular opportunities to comment on the service through surveys and questionnaires. The majority of the feedback was positive and the service had received no complaints. There was evidence that manager and staff team had responded to suggestions for improvements which meant that people could be confident that their ideas were listened to.

The manager had good oversight of accidents and incidents, using a 'lessons learned' approach to make changes in practice. People could rely on the service to be responsive as their support could be amended quickly to meet their changing needs.

Staff received training in key areas and had regular supervision and team meetings. There was a keen focus on supporting staff to develop their skills and knowledge. This promoted a positive commitment to continual development and learning.

The manager had an improvement plan in place which had been recently reviewed and updated. The process of quality assurance was not underpinned by a clear policy however and this was recommended at the previous inspection.

To demonstrate a commitment to supporting improvement activity and self-evaluation, the provider should implement a clear quality assurance policy and procedure. This will help people to understand the standards they should expect from their care and how their outcomes and wishes are used to evaluate the quality of the service. We have repeated the area for improvement from the previous inspection.

See area for improvement one.

Areas for improvement

1. Quality assurance should be underpinned by a service policy, which sets out the ways in which it assures a high quality service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Quality assurance should be underpinned by a service policy, which sets out the ways in which it assures a high quality service.

Health and Social Care Standards - 4.11 I experience high quality care and support based on relevant evidence, guidance and best practice.

This area for improvement was made on 25 August 2019.

Action taken since then

Since the last inspection the provider had updated many policies and procedures. The manager explained that they had been prioritising these and the development of a quality assurance policy and process was still in progress.

This area for improvement is not met and will be repeated.

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?	4 - Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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