

Aviv Club Support Service

Walton Community Care Centre
May Terrace
Giffnock
Glasgow
G46 6LD

Telephone: 0141 620 1800

Type of inspection: Unannounced
Inspection completed on: 3 March 2017

Service provided by:
Jewish Care Scotland

Service provider number:
SP2005007546

Care service number:
CS2003000153

About the service

The Aviv Club is managed by Jewish Care Scotland in partnership with East Renfrewshire Council. It provides Day Care for up to 40 older people from the Jewish Community. The service is provided in purpose built accommodation in a quiet location but near to local amenities.

The service aims to "Provide a person centred service designed to meet the choices and needs of the older person. Our ethos also includes the twin aims of maintaining independence and assuring the best possible quality of life for the person involved. The service is sensitive to the cultural and religious needs of those who attend".

What people told us

For this inspection, we spoke with all of the 23 people using the service.

All of the people said they were very happy with the quality of the service. People spoke highly about the staff that supported them and all respondents said that staff treated them with respect. People said that the service gave them opportunities to meet other people and to be involved in their community.

Self assessment

The Care Inspectorate received a completed self assessment document from the manager. We were satisfied with the way this had been completed and with the relevant information they had given us for each of the headings we grade them under.

The manager identified what they thought they did well, some areas for development and any changes they had planned.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

Staff supported people with warmth and genuine concern. The staff took time for people to be as independent as possible making the most of their skills and not rushing them. The attenders appeared interested and engaged in the activities in the lounge and laughter and friendships were evident in the group.

Staff were very committed to their work with people who use the service and had improved individual opportunities and outcomes for them. Staff were fully aware of people's individual interests and health care needs and were taking both into account fully when care planning and reviewing.

The centre has a welcoming and friendly atmosphere and a motivated and well managed staff group.

People told us this made them feel included and welcomed each time they attended the day care service. They felt that they could make and continue friendships and that they were included.

We saw that activities were available each day, which were stimulating for people and were carried out in a relaxed and involving fashion.

We saw that staff used a person centred approach to supporting people. This was reflected to a degree in the care plans which showed the involvement of people and their carers. We saw that people's health care needs were responded to efficiently and there was good liaison between the service and other professionals.

Staff we spoke with were knowledgeable about adult protection and we saw this reflected in care planning and the service notification history.

We saw very good examples of staff interventions to support individuals, including one to one support.

There is a strong and active Service User Focus Group within the service which is supported by staff. We saw that there is a very strong community identity within the service.

We found that the management team encouraged and valued input from the whole staff team. Staff told us they felt well supported by the management team who involved them in plans, changes and developments to do with the service. We found that there was a strong sense of team work and staff agreed with this. Staff also said they could put forward their views and ideas and had been listened to.

Staff told us that they believed they were encouraged and supported to make decisions and to become more involved in the running of the service. They confirmed that they were therefore encouraged to take leadership and responsibility for their practice. We believe that this is a result of the management teams commitment to develop leadership.

What the service could do better

We believe that the service should consider how it can develop support to people who live with dementia. The service recognises that this is a priority area for development. Staff should be provided with training which meets the "Promoting Excellence" framework. This should include the development of staff "champions" and the role of ambassadors within the service. We have made a recommendation about this.

We discussed with the management team the current way in which support is reviewed. We believe that the service should consider how to use a more person centred review method to make reviews more effective and improve involvement. We have made a recommendation about this.

The service should also provide staff with further guidance about safeguarding and how this can be more accurately explored and recorded within support planning.

The service should ensure that the management arrangements currently in place are formalised with the Care Inspectorate.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should continue to develop staff knowledge and skill in supporting people who live with dementia. Dementia awareness training which is compatible with the "Promoting Excellence" framework should be provided by the service.

National Care Standards, Support Service, Standard 4:Support Arrangements.

2. The service should ensure that service users care and support is reviewed to ensure that outcomes are met. These review should be carried out within the principles of the service person centred practice.

National Care Standards, Support Service, Standard 4:Support Arrangements.

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
19 Feb 2014	Announced (short notice)	Care and support 5 - Very good Environment 6 - Excellent Staffing 5 - Very good Management and leadership 5 - Very good
15 Dec 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
9 Dec 2009	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
		Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - 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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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 ਵਿੱਚ 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.