

# Hayfield Support Services with Deaf People Support Service

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Glasgow  
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Type of inspection: Unannounced  
Inspection completed on: 15 May 2018

**Service provided by:**  
Hayfield Support Services with Deaf  
People

**Service provider number:**  
SP2004006901

**Care service number:**  
CS2003000849

## About the service

Hayfield Support Services with Deaf People is registered to provide a day care service to a maximum of 36 adults who are deaf and who may also have additional needs related to physical disability, learning disability and/or mental health. The managing organisation has the same name as this service.

The premises are leased from Glasgow City Council.

A key aim of the service is to "enhance the independence and quality of life for deaf people with additional disabilities and to provide a warm, caring and supportive environment where open communication stimulates development".

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

## What people told us

We observed people during activities and at breaks and also spoke with some of them with the aid of interpreters. We found that they were content with the service they received and had a high regard for the staff and the activities they participated in. Comments included,

"Gets me out of the house, I meet different people...learning a lot of things"  
"I need this place, no help (from people) outside"

## Self assessment

The service was not required to submit a self-assessment for this inspection. We discussed the service's improvement plan with the manager. This demonstrated the service's priorities for development. We gave advice to the manager on how this plan could be further improved to better inform the delivery of planned outcomes.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

Meaningful activities are important to ensure that a person's life has purpose and meaning. Feedback from those using the service, staff and family carers highlighted many examples of positive outcomes resulting from activity programmes and interactions within and outwith the day centre. This included improved physical and mental wellbeing, increased confidence, less anxious behaviour, community involvement and sustaining long established friendships.

Most of the people had been coming to the day centre for many years. They had built up trusting relationships with members of the staff team, most of whom, had also worked in the centre for a long time. Consequently, people benefitted from a consistent group of workers who knew them well and had a good understanding of each person's emotional, social and health care needs. This was important as it meant that people were accepted and valued regardless of their ability levels and circumstance.

We observed staff supporting people in a respectful way. The importance of peer support was not underestimated and we could see that people enjoyed being with their friends and other group members. Everybody knew each other and generally got on well. People appeared happy and at ease with the daily routines of the centre.

In general, support planning and reviews were carried out to a very high standard. Records reflected an outcome focused, person centred and holistic approach to care and support. This meant that staff had a clear picture of the person's needs and wishes and how the service fitted into the bigger picture of support for the person.

People's preferred ways of communicating were known and promoted. Staff were proficient in sign language including the sign language that was unique to this deaf community. Graphic facilitation and other visual aids, including 'Clever Touch' televisions helped facilitate meetings and activity goals. This was important as it ensured that people received and understood information and advice in a format or language that was right for them and so that they could also put their viewpoints across.

People should be cared for and supported by staff who are competent and receive training relevant to the person's needs. We found that staff received training specific to the needs of people. Staff described training opportunities favourably and reported that they could request and receive any training they felt was relevant to their role and to meeting people's planned outcomes. Since the last inspection training events had included dementia awareness and adult support and Protection involving day centre staff and ancillary staff.

Everyone described an open culture where they would be confident to raise any issue of concern with managers. Staff described managers as approachable and supportive. This was important as it meant that keeping people safe from harm and reporting poor practice was actively encouraged by how the service operated.

## What the service could do better

It is important that arrangements for managing medication ensures that people receive their medication as prescribed. We found that a few people's medicines were brought in to the day centre using envelopes. As this is secondary dispensing, which could potentially lead to a mistake in the administration of the person's medication, we provided the manager with guidance on this matter so that an alternative arrangement could be found (See Recommendation 1).

Maintaining comprehensive incident and accident records helps to ensure that people are protected by appropriate staff action at the time or any further action to avoid re-occurrence. Sampled incident records did not always record management overview or follow up action. We have repeated a recommendation about this (See Recommendation 2). The manager advised that the managing organisation was in the process of acquiring a new computer database, which would provide a better reporting facility for addressing these issues.

To help promote peoples safety and wellbeing, potential risks should be anticipated as part of assessments. We pointed out to the manager two examples where sampled risk assessments did not include a known significant risk. He agreed to address this right away.

A service brochure should be developed so that existing and prospective service users and other interested parties have information on the activities, routines and care and support that the service will provide, including any expected costs and the limits to any financial contributions for staff expenses (See Recommendation 3).

We discussed with the manager ways in which the service could encourage creative contributions and be even more innovative in meeting the challenges of providing person centred day care. This was important to ensure that a well established staff team avoided the dangers of becoming set in its ways. We suggested the benefits of making links with other day care service providers to stimulate new ideas, improvements and innovation.

Appropriate nutritional training for staff and the cook remained an area for improvement (See recommendation 4).

We found that more attention could be paid to developing a culture of reflective practice and evaluating staff knowledge against the current good practice guidance material that informs and influences their work, such as the new health and social care standards (HSCS). We also suggested that the manager develop a user friendly version of the HSCS for this deaf community and encourage discussion at service user forums on the document's implications for service delivery.

Regular supervision provides an important forum for staff to develop a team approach, find solutions to problems and reflect on individual staff practice. Staff supervision had been infrequent in the last year due to sickness absence. The manager recognised that improvements were needed in this area, but planned supervisions for this year showed his intentions to address this issue.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 4

1. In order to ensure people receive their medicine as prescribed, the manager should consider and implement an alternative arrangement to secondary dispensing of medicines into envelopes.

This will ensure care and support is consistent with the Health and Social Care Standards, which state: My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event (HSCS 4.14)

2. In order to promote people's safety from harm, incident records should include management investigation/overview, be signed off by a member of management and indicate actions taken and/or lessons learnt.

This will ensure care and support is consistent with the Health and Social Care Standards, which state: My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event (HSCS 4.14)

3. In order to ensure people are fully informed, the manager should devise a service brochure giving people information on the activities and the care and support that the service will provide, including any expected costs and the limits to any financial contributions for staff expenses.

This will ensure care and support is consistent with the Health and Social Care Standards, which state: I have time and any necessary assistance to understand the planned care, support, therapy or intervention I will receive, including any costs, before deciding what is right for me (HSCS 1.18)

4. In order to encourage people to eat and drink healthily, the manager should source appropriate nutritional training for staff and the cook.

This will ensure care and support is consistent with the Health and Social Care Standards, which state: I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables and participate in menu planning (HSCS 1.33)

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
24 May 2016	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good Not assessed Not assessed
30 Apr 2013	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 4 - Good 5 - Very good 4 - Good
18 May 2010	Announced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
10 Jun 2009	Announced	Care and support Environment
		5 - Very good 4 - Good

Date	Type	Gradings	
		Staffing Management and leadership	5 - Very good 4 - Good
2 Jun 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 3 - Adequate

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