

West Mainland Day Centre Support Service

Smiddybrae House
Vetquay Road
Dounby
Orkney
KW17 2HH

Telephone: 01856 851 435

Type of inspection:
Unannounced

Completed on:
31 October 2023

Service provided by:
Orkney Islands Council

Service provider number:
SP2003001951

Service no:
CS2003009106

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service has been registered with the Care Inspectorate since 1 April 2011 to provide a Support Service - Day Care to a maximum of 18 older people. At the time of the inspection the service supported a total of 24 people on various attendance patterns. Five people were present during the inspection.

The service is located within the Smiddybrae residential complex in Dounby.

The service aims include; ensuring better care and support for people who use day care services by listening to them, involving them in decisions about the care they receive and actively participating in how it is delivered.

Objectives include; meeting the needs of people who use day care services by individual planning with assessed packages of care. Enhancing the quality of life of people who use day care services by enabling them to maintain their living skills and maximise their creative potential

About the inspection

This was an unannounced inspection which took place on 4 October 2023. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this 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 four people using the service
- spoke with three staff and management
- observed practice and daily life
- reviewed documents

Key messages

- People using the service were happy with their support.
- People benefitted from kind and compassionate support from stable staff group.
- Feedback from people informed how the service was run.
- People enjoyed a range of community and centre based activities linked to their preferences.
- Quality assurance systems should be enhanced and used to inform a service development plan.
- Personal plans should be developed to reflect individualised goals.

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?	5 - Very 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?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, we evaluated this key question as very good.

People attending West Mainland benefitted from positive relationships with each other and the staff team. Staff interactions with people experiencing support were warm and respectful. People were supported by a stable staff group who knew them well. This promoted trust and a comfortable and relaxed atmosphere.

We saw the service had received complimentary feedback from people supported. People we spoke with during the inspection commented positively on the staff team, activities, and quality of meals. Comments included:

"lasses are all good"

"we have lots of fun"

"love chatting with friends"

"food is good"

The meal experience provided a positive social opportunity. This contributed to a pleasant day.

People benefitted from a well maintained, welcoming, clean, and bright environment. The centre was well equipped. Public areas included a large main activity room split into two areas, a separate conservatory/ dining area and an outside garden with pleasant views out across the hills.

Meaningful activity promotes wellbeing. Staff knew about people's life history and interests. This meant that activities were aligned to people's preferences. A flexible activity programme included activities to promote independence, physical activity and wellbeing. The service planned further work with an external agency to encourage physical activity. Other activities enjoyed included baking, board games, bingo, light gardening, quiz and art and craft work. Meetings took place to give people attending the opportunity to influence the activity programme. This helped to ensure people enjoyed their time at the day care.

People were supported to be involved in their local community. A range of outings had taken place for lunch and afternoon tea, to the garden centre and to an event at the cathedral. Attendees of the centre took part in the "parish cup games" and the "Dounby show". During the inspection people attending the centre were invited to join residents in the attached care home to enjoy musical entertainment. This helped keep people connected.

People had been involved in agreeing and reviewing their personal support plan. Plans included information about people's needs, preferences, and goals. We heard of very good examples of individualised activities. To further improve people's experience, goals and planned activities could be more specific to individuals areas of interest. See area of improvement 1.

Staff maintained daily records of peoples wellbeing and presentation. Where required, a communication diary was used to ensure families were kept informed.

To help keep people well staff confirmed they had good links with local healthcare workers. A system was in place to support with medication administration if required.

Areas for improvement

1. To ensure people are supported to get the most of life, personal plans should be developed to reflect individualised goals.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices'. (1.15)

How good is our leadership?

4 - Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as good.

People can expect to use a service that is well led and managed. The new management team demonstrated a commitment to providing a high-quality service. We heard leaders were approachable and responsive. A staff survey evidenced a high level of job satisfaction. It was clear staff worked well together. A communication book helped keep staff up to date.

People can expect staff to be trained, competent and skilled. Staff told us they had attended a range of training in key areas. Records confirmed a mandatory training programme included, first aid, moving and handling, infection prevention and control and protecting vulnerable adults. The staff team may benefit from refresher training in meaningful activity and supporting people who live with dementia.

The service welcomed and responded to feedback. Surveys, meetings and care reviews ensured people using the service and their representative were supported to inform how the service was run. This helped ensure people got the most out of their time at the day centre.

Quality assurance including self-evaluation and improvement plans support services to improve. Personal plan audits were undertaken; however, these could be further developed to ensure the outcome informed the service development plan. The management team were receptive to undertaking a self assessment exercise linked to the Care Inspectorate Quality Framework. This framework sets out what people can expect from their service. The outcome of this should inform a service development plan. (See Area of Improvement 1)

Areas for improvement

1. Quality assurance systems should be enhanced and used to inform a service development plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19).

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?	5 - Very 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	5 - Very Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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