

## Muirhead Road Support Service

97 Muirhead Road  
Baillieston  
Glasgow  
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Telephone: 0141 781 1172

Type of inspection: Unannounced  
Inspection completed on: 22 July 2016

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Care service number:**  
CS2005090584

## About the service

Muirhead Road Day Centre is located in the Baillieston area of Glasgow and is operated by Glasgow City Council. The centre is registered to provide a support service to older people assessed as being frail elderly and/or living with dementia.

The aims and objectives of the service are 'To assist older people to remain in their own home should they wish to do so. To promote social stimulation and prevent social isolation detrimental to physical and mental health. To provide a resource for social and health care facilities. To promote or enhance daily living skills. To contribute to rehabilitation when people have suffered a debilitating illness. To provide specialist support and care to people with dementia and additional needs. To provide support and information to carers.'

## What people told us

Prior to the inspection we sent out 30 questionnaires to the manager to distribute to people who use the service. We received 24 back. All were overall happy with the care and support they or their relative received. We also spoke to service users who were attending the centre during the inspection. Some comments included:

- "Day care staff are a lifeline to me as my relative's carer."
- "Staff are always very polite, helpful and attentive at all times to both myself (carer) and my relative (service user)."
- "I would like my relative to get a bit more exercise, if that was at all possible."
- "My relative uses this service....it's a lifeline for her."
- "The food is good, there's plenty of choice."
- "I'd like a saucer with my cup at teatime."
- "The staff are fantastic and are very patient and understanding. My relative is more alert and talkative when she comes home."
- "I don't think the staff could improve the service. They are doing a first class job....I am more than happy to be here...I have something to look forward to each week."
- "The staff and manager are very nice...they'd do anything to help you."
- "They're short of drivers just now, so at times I've not got here until just after 11am."
- "My relative attends and enjoys the group very much....the only negative comment is that there could be more people attending as not many to talk to."
- "The service they give is very good. They always check to see if everything is alright and make sure you are looked after."
- "We can choose what to do each day."

- "Muirhead Day Centre is an excellent service. The care my relative receives is absolutely first class."

## Self assessment

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the service had taken part in the self-assessment process.

## 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

We spoke with service users during the inspection visit who told us how much they enjoyed coming along to the service. They told us about some of the activities they would take part in. These included carpet bowls, quizzes and planned outings for lunch.

Service users told us that when they come in there is a plan of what is happening that day, however, if they wish to do something else then this is not set in stone.

Monthly service user meetings gave an opportunity to discuss future activities and outing, meals and a general chance to give feedback and ideas.

We spoke with the chairperson of the service users committee. They told us that members were elected into post each year. The committee met every three months.

There was a 'Buddy' system in place to help new people to settle in.

We sampled some personal plans and found that these were kept up to date and provided a very good level of detail to guide staff on how best to support each person in a person centred way. These were signed by each service user to check that they agreed with them. Reviews had been carried out as expected.

We found that there was a quality assurance system in place to allow the service to maintain its high standards. This included surveys to service users and staff, audits and feedback at meetings.

We received very good feedback about all staff and observed that staff were very skilled at creating a friendly and cheery atmosphere.

## What the service could do better

We spoke with service users who told us that a driver had now retired and not been replaced. We heard how taxis were being used to try and fill the gap meantime, however, not everyone was able to get in and out of a taxi. This meant that at times there was only one driver to collect people. This had led to a significant delay in getting to the centre, at times not until just after 11am. This then ate into both the service users' time at the centre and for their carers respite for the day. Service users pay for a full day regardless. We made a recommendation about this.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. The service should review the current provision of drivers for the service to ensure that service users arrive at the centre for a reasonable time each day to ensure that they receive the full service that they pay for.

National Care Standards - Support Services, Standard 2 - Management and Staffing Arrangements.

## 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	
26 Jul 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
15 Jun 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
10 Nov 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
15 Jan 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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