

Mallaig Road Support Service

102 Mallaig Road
Drumoyne
Glasgow
G51 4PE

Telephone: 0141 425 1871

Type of inspection: Unannounced
Inspection completed on: 8 December 2016

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Care service number:
CS2005097498

About the service

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

Mallaig Road is situated in the Southside of Glasgow and offers daycare provision for older people. It is registered to provide a support service to a maximum of 30 older people (aged 65 years and over) assessed as being frail elderly, who may have dementia.

The premises are purpose built and offer spacious accommodation including an open plan communal area, dining, kitchen area and a separate activities room. All toilets and the bathroom are adapted and accessible for people with reduced mobility.

All areas within the service are attractively and comfortably furnished, clean and well maintained. Office space for staff is also provided and the building has direct access to private level gardens which are used in good weather.

The service is provided by Glasgow City Council Social Work Department. The aim of the service is to prevent isolation, offer support and social interaction for older people by providing a range of activities in a group setting. Outings are also available throughout the year. The service also provides respite to carers and liaises with other services as appropriate, for example Health and Social Work services.

What people told us

We issued 20 questionnaires to service users in advance of carrying out the inspection, 12 were completed by service users and one by a relative. We received many positive comments from the completed questionnaires: -

"This has been a great place for me to come to as it gets me out the house as I stay alone. Everyone is nice to me and I enjoy the company."

"At the service user meetings you get a chance to say what you want which sometimes I do."

"I enjoy my time at the centre and the staff look after me and others well, they try their best."

"If I wasn't happy about anything I would speak to my keyworker, family or the boss."

"The staff are always in a good mood and make you feel welcome and I enjoy my time at the centre."

"If I wanted to complain about anything or anyone I would speak to the manager but right now I'm fine and the staff look after me well."

Eleven service users either agreed or strongly agreed that they are satisfied with the care and support, one from a relative indicates strongly agree with above statement.

We spoke with 18 service users during our visit and heard many very positive comments in relation to the supports provided. Feedback suggested that individual service users experience very positive outcomes as a result of attendance to the centre:

"I was quite nervous about coming along to the centre. I find it is really good, it gets me out of the house, means that I have something to talk about and share with my daughter when I return home."

"There is always plenty going on. I enjoy bingo and the entertainers that come in are very good."

"The staff are excellent. You are made to feel welcomed when you come here."

"Christian the singer visits here, there is very good entertainment and we enjoy when we have a fish supper."

"All the staff are really good, they are great to talk to. You can share with them anything that is troubling you. They offer good advice to keep you right."

"I have absolutely no complaints about the service."

"Overall, the food is good; you are always offered something else if it is not to your liking."

We also received very positive comments from two visiting relatives:

"The keyworker **** (name) is very good, he looks after my husband. He is good at keeping me in the picture."

"They are looking at increasing the number of days, which he is looking forward to, he enjoys mixing and the company of others at the centre."

"The staff are really delightful when they come to pick him up from home. The transport is also reliable."

"By coming here he gets involved with activities and helps give a sense of achievement."

Self assessment

A self assessment was completed in advance of the inspection. This detailed where evidence could be found and also reflected areas identified for improvement.

From this inspection we graded this service as:

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

What the service does well

The service continues to use a range of methods to hear the views of service users and involve them in the on-going development of the service. This includes service users' meetings, newsletter, suggestion/responses/feedback board.

There are a range of photographs which give a good insight into the range of activities and outings service users have been involved in. Staff within the service are good at matching activities to meet the abilities and preferences of each service user.

We looked at support plans and noted that these contained relevant social history, preferences and abilities of each individual service user. We make comment on areas of improvement for developing these further.

We observed activities service users were involved in during the inspection and noted that there were positive interactions between staff and service users. Staff worked at a pace which suited each service user and were skilled at encouraging interactions and participation with the activities. Based upon observations and feedback we concluded that the service creates a welcoming, lively and stimulating environment.

A range of relevant information was displayed throughout the building to help keep service users informed of developments within the service.

We heard very positive feedback from service users in connection with how the service is managed and in relation to the quality of staff who provide support. Feedback indicated that staff are kind, skilled, well trained and have formed positive relationships with service users.

We spoke with staff who were on duty and found common themes emerging, there are daily meetings, overall staff morale is good, there are regular planned staff meetings and staff find the manager of the service to be approachable. We heard that there are many informal ways in which the management team support staff on a day to day basis. Staff are actively encouraged to contribute to the agenda for staff meetings.

There is a range of training to help staff develop and enhance their knowledge and skills relevant to the client group being supported. There are training records relating to each staff member however we make comment on how this could be improved upon.

What the service could do better

We sampled the content of three support plans and associated assessments and identified a number of areas for improvement. We shared examples with the registered manager, daycare supervisor and external manager of areas that needed to be improved upon; including full completion/review of risk assessments and improvements that should be made to care plan audits.

We found that staff supervision sessions are not being completed as per organisational policy or having a matrix in place to give management a clear overview. We recognise however, that the service has also identified this as an area that requires improvement and has taken steps to address the same. We will monitor progress in future inspections.

We made a recommendation at the previous inspection in connection with developing clear monitoring systems to inform management of any gaps or inconsistencies. Based upon our findings we concluded the recommendation has not been met. See recommendation one.

We looked at records relating to staff training and development. We found that there were records to reflect what training staff had undertaken and a separate folder containing certificates of training. Neither provided the management team with a clear overview of staff training for example; what training has been completed, what remains outstanding or would be due for a refresher session. We shared examples where we thought that there could be improvements. We would like the service to develop a coherent system to help prioritise which training should be undertaken by which staff. We shall repeat the recommendation made at the previous inspection in relation to this area. See recommendation two.

Whilst there are regular planned staff meetings with the management team we identified some improvements that could be made to the minutes of meetings. We discussed how the format of these could be changed to reflect what actions are planned to be taken, by whom and within what timescales. This would help the management team to chart progress against specific areas.

We also discussed looking at the on-going development of the service through the use of identified staff to act as "champions". The champions role can be used to embed best practices within the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. It is recommended that staff training records and record keeping systems, are improved to make them easily auditable.

NCS 2 Support Services - Management and Staffing Arrangements

2. It is recommended that there are adequate monitoring systems in place to help management identify any gaps or inconsistencies in the service.

NCS 2 Support Services - 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.

Inspection and grading history

Date	Type	Gradings	
12 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Oct 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
15 Dec 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
21 Oct 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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