

Gurness Circle Day Services Support Service

1A Gurness Circle
Little Canada
Elgin
IV30 6GA

Telephone: 01343 550617

Type of inspection: Unannounced
Inspection completed on: 6 March 2017

Service provided by:
The Moray Council

Service provider number:
SP2003001892

Care service number:
CS2011300169

About the service

Gurness Circle provides a support service to a maximum of 11 older people. The service operates from community premises which are based within a sheltered housing complex in Elgin and is also the base for the sheltered housing warden. The service uses a sitting room with small kitchen area, dining room, quiet room and two toilets; one of which has a shower. There is also a bedroom that can be used if someone is ill or needs to lie down. The premises are used by other community groups and the sheltered housing tenants.

The aims and objectives for the service as stated in the welcome brochure are:

to provide a service where individuals feel safe and physically comfortable
to ensure that service users experience a sense of control over their lives and what happens at the day centre
to ensure that each service user feels valued as a person
to ensure that service users experience optimal stimulation throughout the day, appropriate to their needs
to ensure that service users are consulted with and participate as well as they can in the service we provide.
to provide a resource for social care and health.

This service was registered with the Care Inspectorate on 23 January 2012.

What people told us

We issued five Care Standards Questionnaires and three were returned from service users or relatives. These included positive responses and included the following comments:

- * Enjoy sitting outside in the garden area watching plants (grown by the service users) grow
- * Support workers are very good
- * Has regular meetings with staff and service users
- * Very impressed and all staff are obliging
- * Staff focus to bring the best out of me
- * Always consulted on any changes in décor or furniture
- * Staff take great pains to ensure our safety and wellbeing
- * I am kept occupied
- * Have been staff changes lately
- * Would appreciate transport from home.

During the inspection visit we spoke with the six service users who were attending that day. They enjoyed the various indoor activities and the garden, where they had raised beds donated. They also explained that they visited local facilities in the town.

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 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	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

Staff members provided the service in a manner that was enjoyed by the service users. Service users enjoyed meeting friends and participating in the activities. Service users enjoyed a variety of activities at the premises, including having guest speakers and visits to places of interest. Staff members involved the service users in agreeing the type of activities and who they would like to visit the service as a guest speaker.

Support plans were developed with involvement of the service user and their families. The outcomes for the service users were mainly to encourage social interaction and issues related to dementia, such as being able to be aware of the area that they were in. Although no signage was available due to the shared use of the premises, temporary signage was being purchased and could be put in place and removed at the end of the session. Regular care reviews had taken place and plans and risk assessments had been updated. It was good to see that large print was used to make the service users' personal passports more easily read.

Safe medication practices were observed, with the medication being signed in and out appropriately and also stored appropriately. Service users were supported safely when they required assistance with moving and handling. Good techniques and reassurance were being used.

Meals were provided by the NHS from a local hospital kitchen. Staff members gave the service user a choice from the menu. The food was provided in enough quantity to allow a service user to change their mind from their earlier order. Service users reported that they enjoyed the meals that were provided.

On the day of inspection the staff team consisted of a regular staff member and a staff member assisting from another service. It was good to see that the new staff member was making themselves aware of the needs of the service users that were due to attend. This helped to ensure that the service users were supported safely.

The management structure had been revised, with a new manager due to commence. They would attend the service on a regular basis, working with the service users. The manager also managed similar services and had a detailed knowledge of dementia issues.

Although it was reported that there had been changes of staffing, this had been some months ago and this had improved recently, although at the time of the inspection some regular staff were on leave.

Staff members received regular training during in-service days and had access to 'learnPro', the local authority's online training. There was good communication with other support agencies and healthcare professionals.

Regular supervision of staff members took place.

What the service could do better

There continued to be some inaccuracies within the support plan. This included an issue where the support plan stated that the service user used walking sticks but was using a walking frame. It was also noted that the service user required personal care but this was not included as part of the plan.

There was also information about the use of an "ABC" (Antecedent-Behaviour-Consequence) chart to record behaviour issues for one service user, but no guidance was available as to how the staff members should intervene if these behaviours arose.

It is therefore recommended that the service reviews the support plans to ensure that they give an accurate account of the support that is being provided (**see recommendation 1**).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. It is recommended that the service reviews the support plans to ensure that they give an accurate account of the support that is being provided.

National Care Standards, Support Services, 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	
24 Oct 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
30 Oct 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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