

Glenview Day Centre Support Service

Stephen Cottage Hospital
Stephen Avenue
Dufftown
Keith
AB55 4BH

Telephone: 01340 821640

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

Service provided by:
The Moray Council

Service provider number:
SP2003001892

Care service number:
CS2003013775

About the service

Glenview Day Centre is based in Stephen Hospital in Dufftown, close to the town centre and amenities. It provides a day care service for a maximum of 10 older people, 5 days a week. Transport to and from the service is provided. The service is run and managed by Moray Council.

There was good support from the local community and good liaison with the NHS about the premises. This service has been registered with the Care Inspectorate since 2011.

What people told us

We received seven completed care standards questionnaires from people using the Glenview Day Service. Comments received included;

- Staff spend too much time doing paperwork.
- Sitting in front of a TV can be done in their own home.
- More handicrafts and hands on painting should be done with the clients.

On discussion with the service users the issue of paperwork was discussed but it was noted that this had improved with the office now being outwith the day service area. The service users explained that they enjoyed coming to the service and having a good chat and doing activities.

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	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Staff members encouraged service users to take part in discussion and activities. All but one service user actively took part with staff members encouraging this service user to participate. Staff members involved the service users to plan the activities and make decisions about the service. This included regular service user meetings where the service users decided that the activities should be themed and changed every month. This was evident from the past and planned activity plans.

Service users stated that they enjoyed attending the service and chatting with friends and staff members. The service users and staff members shared what they had done over the weekend.

There was a very good example of shared care being provided by the day service, homecare and the hospital,

where a service user received personal care from their home carer using the hospital facilities. This enabled the service user to maintain their social interaction rather than remain at home awaiting for the home carer.

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. This was being achieved as the service users shared experiences and chatted to each other. Regular care reviews had taken place and plans and risk assessments had been updated.

Safe moving and handling techniques were observed during the inspection. This included providing reassurance to the service user. No medication support was currently provided at the service but procedures were in place for safe practices.

Meals were provided from the hospital kitchens with the service users being provided a choice of meal. Feedback was provided to the kitchen as necessary. Good support was provided to the service users during mealtimes.

Since the previous inspection the environment has been amended and included moving the office base to an office elsewhere in the hospital. This has provided more space and better movement around the area. The premises risk assessment was in place and this included limiting the total numbers of service users in accordance with mobility issues. The manager had a very good insight into dementia and used this knowledge to develop the support and the environment. Redecoration and refurbishment had taken place in conjunction with the NHS to ensure that the area was dementia friendly. The hospital's Dementia Ambassador was a regular visitor to the service.

New dementia friendly signage was being introduced to be compatible with signage used within the hospital.

What the service could do better

There was some inaccuracies within the support plans. It was noted that a service user required personal care but this was not included as part of the plan. Also a mobility plan mentioned the use of a recliner chair but there was not one available. It was reported by the manager that this no longer applied

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	
5 Mar 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
5 Apr 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
14 Jul 2010	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
12 Nov 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Dec 2008	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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