Bealach House Day Centre
Support Service

Old Wood Road
Baillieston
Glasgow
G69 7AE

Telephone: 0141 771 5655

Type of inspection: Unannounced
Inspection completed on: 28 April 2017

Service provided by:
Baillieston Community Care Ltd

Service provider number:
SP2003003514

Care service number:
CS2003015506

About the service

Bealach House Day Centre service is provided by Baillieston Community Care Ltd. It is a support service for people with dementia.

The service provides care and support for up to 12 service users a day who are currently aged 65 and over. The service operates Monday to Friday from 09:00 to 17:00 hours.

The service is located within a housing estate in the East End of Glasgow City. The single storey bungalow comprises a lounge, dining room, and kitchen, toilet facilities with shower, staff room and office. There is a garden area to the front and side of the premises with shrub and flower pots.

The service aims:

- To provide a person centred and holistic approach to client care.
- To provide support to adults with dementia and their carer/family.

What people told us

People who used the service made the following comments about the service:-

. It's an excellent place to come to
. We all get on great here and have a laugh
. I have not got one complaint
. The food is great and staff are amazing
. We choose the meals we would like and the outings we go on.
. The staff are very respectful to us and go above and beyond
. I love coming here or I would be sitting in my house by myself bored, I play dominos here and meet up with friends
. I meet my friends here
. We have good food here.

Self assessment

They were last inspected in 2014 and we did not require a self assessment for this year.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We looked at people's personal files and were very pleased with the lay out and presentation of the plans. The service had worked hard on developing and improving the care plan to promote people's individuality and achieve their outcomes. We were pleased to see that the service also recorded the relatives' outcomes which offered a holistic approach to care planning.

Health outcomes for people using the service were excellent. We saw how people were supported to access professional health services such as, physiotherapists, nutritionists and GP where needed in order to improve or maintain their health and wellbeing. We found that people were well cared for, respected and highly regarded by staff and managers working in the service.

We could see that physical activity was encouraged as well as supporting people to maintain their skills. We saw people helping in the kitchen and carrying out light duty domestic tasks which they told us they loved doing.

We were told by staff members that a qualified holistic therapist who offers massage, reiki, and relaxation therapy for the service users and their carers attends the service on a fortnightly basis. The cost of this is met by the organisation through funding sought for activities resulting in excellent outcomes for people.

We were excited to hear that a pilot project was developed in partnership with dementia consultants from the University of West of Scotland. This will be rolled out in the day centre offering sensory equipment and training to staff and was purchased by the provider at a cost of over £4,500. The senior staff believe this resource will facilitate further meaningful activity for people using the service.

We were impressed to see the considerable improvements that had been made to the centre since the last inspection such as a conservatory built for people to sit in and redecoration of a room so that it looks like a homely living room. People told us how they liked having the choice to sit where they wanted to depending on how they were feeling.

The service are currently working with Playlist for life who will be delivering a certified training course to a selection of senior staff and frontline/day care staff on the 18 May, and will also be providing the ipods etc. to enable them to start this project thereafter the training. This will hopefully support staff to engage more effectively with people who have dementia.

A music therapist attends the centre every two weeks and delivers group sessions as well as one to one sessions. As part of the therapy people are supported to use musical instruments which offers a tangible and sensory experience.

At the time of our inspection the garden was being prepared to allow for a 'The men's shed' to be built so people could pursue their hobbies and interests such as wood work, gardening and arts and crafts. People who used the service told us that they were looking forward to this and that they had chosen for this to be built. The provider had applied to the lottery for funding and received £8,000 towards the cost of the project.

During our conversations with a group of service users they told us about an activity they had participated in named 'Lingo Flamingo', this was as a result of listening to what service users had wanted which was to learn Spanish. A qualified language teacher attended on a monthly basis and delivered this activity in a fun way using foods and items related to the country such as Spanish dolls and Sombreros. People told us with laughter how much they enjoyed this.

We joined the service users in the Mindmate activity which is said to have had an excellent and positive impact on people who have dementia. This was an app used by the manager on an IPAD which resulted in one service user of 102 years old singing to us. The service also provided three laptops for people to use.

The participation of service users in the running of the service was excellent. There is a 'service user committee' and a spokesman for the centre and they are elected annually by all service users. The committee is involved in all aspects of running the centre such as improvements, purchases and decoration which all had to be agreed by the committee members.

The service has taken positive action to ensure service users were involved in the re-decoration of the centre. We saw pictures of people who participated and served as a reminder for people.

We looked at the service's 'You said, we did' activity which was in place monthly and found that all requests had been met by the provider.

We examined staff files which were professionally presented, informative and in order.

We were able to follow the recruitment process from beginning to end and found all paperwork to be relevant and correct. We were told by staff that service users who wished to take part in the interviewing of candidates had the opportunity to do so.

Induction records were in place and signed by the manager and staff member to demonstrate that the process had been understood and completed.

There were regular team meetings held that offered useful opportunities for staff to share experience and make suggestions about how the service could improve. The culture within the staff teams was respectful and supportive. Staff described how they felt confident to raise any issues and have support to resolve these. Staff felt they received supportive supervision and appraisals.

Staff were very motivated and enthusiastic about their work period and had worked within the service for many years. Staff demonstrated genuine compassion and respect while engaging with service users which supported what the service users also told us.

What the service could do better

We asked the manager to consider where the signage was placed on doors to ensure good visual direction.

We advised that the clocks in the dining room to be bigger to make it easier to read. However the manager had already addressed this and new digital clocks had been ordered.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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	
8 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
14 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
3 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
16 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 5 - Very good
9 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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