

Johnstone Day Centre Support Service

21 Walkinshaw Street
Johnstone
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Telephone: 01505 382227.

Type of inspection: Unannounced
Inspection completed on: 22 June 2017

Service provided by:
Renfrewshire Council

Service provider number:
SP2003003388

Care service number:
CS2003017648

About the service

Johnstone Day Centre is managed by Renfrewshire Council and was purpose built to provide day care for a maximum of 32 older people per day. The centre is operational five days per week, Monday to Friday 9am till 4.30pm. Attendance by service users varies and a total of 120 people currently use the facility which is adjacent to a very sheltered housing complex.

The Centre is bright, welcoming and well arranged to meet the needs of service users. There is a dining area; a choice of lounge areas; a shop; hairdressing salon; a treatment room for visiting staff and a reception area. There are also attractive enclosed gardens which service users enjoy.

What people told us

For this inspection, we received views from 20 of the people using the service and 2 relatives.

All of the people said they were very happy with the quality of the service. They spoke highly about the staff that supported them and all respondents said that staff treated them with respect.

People said that they felt less isolated when attending the service, it increased their confidence and gave them opportunities to meet other people and to get involved in the community.

While people said that the staff were responsive to their needs some people were uncertain about how changes to their support had been made.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

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

What the service does well

We saw that the centre offers people a very warm and welcoming environment each day. It was evident from the time when people arrived that they felt very comfortable within the community and were able to exercise control over their day.

Staff supported people with warmth, compassion and genuine concern.

We saw that staff used a person centred approach to supporting people. The staff team have researched person centred planning and used the knowledge attained through recent training.

People using the service were also consulted about how they felt their choices and preferences could be better reflected in care plans.

The service has used this process to improve outcomes for people who live with dementia or have some cognitive impairment. Some features of this approach are the use of pictorial care plans, enhancing the environment through use of colour and adapted equipment.

We saw that people's health care needs were responded to efficiently and there was good liaison between the service and other professionals.

We were able to participate in afternoon activity with all service users. People were engaged and clearly enjoying the activity as well as the way in which staff interacted with them.

There is a strong and active Service User Focus Group within the service which is supported by staff. This group has worked in collaboration with staff to develop activity programmes and to raise funds to ensure they can be provided.

We saw that there is a very strong community identity within the service. This was reflected in the comments from a member of the group;

"I absolutely love this place and the people who are in it. It has made such a difference to my life, I cannot praise it enough".

The views of the Focus Group are also recorded in the minutes of their meetings "commending the staff for their professionalism and their working relationships with service users and in particular those of us with challenging and complex needs".

We saw that the staff team are committed to learning and development particularly in supporting people who live with dementia. Staff are scheduled to complete recognised training in dementia awareness and one member of staff is designated as a "Dementia Champion".

We believe that outcomes for people using the service are excellent.

What the service could do better

We discussed with the management team the current way in which support is reviewed. We believe that the service should consider how to use a more person centred review method. This would make reviews more easily understood and improve involvement.

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 | |
|-------------|-------------|---------------------------|---------------|
| 23 May 2014 | Unannounced | Care and support | 6 - Excellent |
| | | Environment | 6 - Excellent |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 30 Jul 2012 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 6 May 2010 | Announced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | Not assessed |
| 25 Jun 2009 | Announced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 4 - Good |
| | | Management and leadership | 5 - Very good |
| 8 Apr 2008 | Announced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | 3 - Adequate |
| | | Management and leadership | 3 - Adequate |

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