

Solas Day Centre Support Service

Solas Day Centre
Westview Grove
Stornoway
HS1 2LJ

Telephone: 01851 706767

Type of inspection: Unannounced
Inspection completed on: 25 July 2017

Service provided by:
Alzheimer Scotland - Action on
Dementia

Service provider number:
SP2003002734

Care service number:
CS2003009722

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

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

Solas Day Centre provides day care for up to eight people each day (Monday - Saturday). Additionally they provide a support service (care at home) to people living in their own homes.

The service provider is Alzheimer Scotland - Action on Dementia.

The service aims to provide support in; "a warm, happy and safe environment, to work to the principles of the National Care Standards, to value everyone for their ethnic background, language, culture and faith, and to introduce activities, but not to force anyone to take part if they do not wish."

What people told us

We were able to get the views of people using this service and from family carers.

We received very positive feedback about all aspects of this service, both in the questionnaires which were returned to us, and from our conversations with people we spoke with on the days we were carrying out the inspection.

We were accompanied to the day centre by an inspection volunteer, whose role it is to gather important evidence about people's experience of the service.

People told us:

"As the service users carer, I find the team at Alzheimer Scotland go the extra mile to ensure my relative gets the most out of his attendance at the day centre. I am also encouraged to attend events and if they can offer me additional respite they will do so which makes my life that bit easier. The staff and volunteers are all friendly and open and do their best to get to know the service users and carers."

"My relative is very pleased with the care she received, thank you."

"..... looks forward to going to Solas, and feels safe and secure there. Everyone is so nice to her and to everyone that goes there. I have seen a big difference in her since she started going and its all for the best."

"My relative does not know the names of staff but recognizes their faces. Solas Day Centre has been a wonderful place for my relative. Staff have always gone that extra mile for us. They are people I can share my worries with, which means everything to me. They have never judged us... without this service we would be lost, both of us."

"The service is very useful, and gives me as a carer for my relative, some time for myself."

"Solas provide us with a much appreciated outreach service, which helps us care for the service user at her own home. They provide a very valuable service."

"The staff are very kind. My relative comes back home very happy and settled."

"She enjoys it and he knows she is safe."

"We have lots of fun, and we forget our troubles."

"I just enjoy watching and listening."

People with experience of the home support service described a reliable service, with staff whom they got to know, and in whose abilities they had every confidence in. They told us communication with the service was good and that they aimed to be as flexible as was possible with any changes.

Family carers also told us that they appreciated the wider services provided locally by Alzheimer Scotland, including the social events, community activities where people had an opportunity to meet as a group with others who were sharing the same experiences as themselves.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance documentation which demonstrated how they monitored the quality of provision within the service. We also discussed planned developments, and the services own ongoing improvement agenda.

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	5 - Very Good

What the service does well

We considered that people using this service received excellent care and support. People using the service spoke highly about the service, and the positive difference it made to their lives.

There was a warm and friendly atmosphere in the day centre and we observed staff making people welcome, in a way that demonstrated that positive relationships had been established. This clearly supported people to feel relaxed about attending the service, and to enjoy company and stimulation within a caring and supportive environment. A range of meaningful activities and entertainments were made available throughout the day, which we saw people were encouraged to participate in, but in accordance with their own preferences. Staff also spent time in conversation with small groups, or individually, as best suited the person. Individuals were also encouraged to assist with everyday tasks so as to remain busy and active and retain existing routines and skills. Regular opportunities were made available for people to discuss aspects of the service provision. This included opportunities to make suggestions and express their preferences.

Staff had developed good knowledge of individual health and social care needs, and it was apparent that they were familiar with the support that each person required with different activities and situations. We observed

staff providing support with eating and drinking and saw that this was carried out in a discreet and dignified manner, and was appropriately paced to the individuals needs.

We checked a range of care related documentation. Support plans were up to date, and included relevant, and person centred information, necessary to support safe care delivery. Regular reviews were held with each person or their representative to discuss their support plan, and any changes. These also gave an opportunity for people to feedback to the service about their experience of using the service. Appropriate records were being maintained of the support being provided and we saw that, where appropriate, significant information was passed on responsively to other key people.

There was a very stable, small and experienced staff group working in the service. This promoted continuity of care for individuals, and also supported effective communication between the service and key people. We saw that this continuity of staff also translated into the care at home service, where people experienced care delivery from very small numbers of staff over periods of years.

Service delivery was being supported by the significant contribution made by volunteers in the day centre. Volunteers spent time chatting with people, supporting activities, as well as assisting with the general day to day duties. We thought that this meant that this added to the opportunities for stimulating activity and individual interaction made available to each person.

Staff were seen to be effectively managed and supported through the managers regular presence in the day centre, and through formal supervision and team meetings. Staff felt well-informed about any service developments and had straightforward access to advice or support where this was necessary. Staff training opportunities were very good and covered a range of topics relevant to the provision of a safe and personalised care service to people living with dementia.

We concluded that this was a well-managed service. While the manager has a wider role across the organisation it was clear that the management of the registered service was appropriately prioritised. Regular audits were carried out at different levels within the service to check that service delivery continued to be delivered to organisational standards.

What the service could do better

The service was located in a set of rooms within a purpose-built resource centre belonging to the local authority. The premises are well located, comfortable and welcoming, but are also quite restricted in space and can seem quite dark. The service have use of a general purpose room which was used as a combination of dining/sitting room and for activity provision. Apart from this there are two bathrooms, kitchen and a small room which was primarily used for storage, but which could have potential as a small quiet room if it were better set out. The service very much appreciate the local authority giving them use of the premises but acknowledge that more space would allow scope and flexibility as to how they organise the day to day provision.

We highlighted that the service provider needed to establish better clarity around the safety checks that were required to ensure environmental safety. We were unable to see evidence that regular checks were being carried out to ensure that TMV (thermostatic mixer valves) remained effective, and were being maintained so that water would not be too hot. We understood that responsibility for these checks remained with the property owner but requested that Alzheimer Scotland, as a priority, ascertain what is in place for this, and any other relevant environmental health and safety features.

We advised that if staff were taking responsibility for administering medication because the person does not have capacity, the service should ensure that they have a copy of the adults with incapacity certificate. While we understand that this can sometimes be difficult for services they should, going forward, request this as a matter of course.

We highlighted occasion where notification should have been made to the Care Inspectorate regarding incidents concerning medication errors. We were however satisfied that the manager had, where necessary, appropriately followed up on what had occurred so as to reduce the risk of further reoccurrence.

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	
29 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
1 Aug 2012	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
11 Feb 2011	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
17 Dec 2009	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good Not assessed
21 Jan 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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