

Holmes Gardens Day Resource Support Service

1 Holmes Road
Broxburn
EH52 5JD

Telephone: 01506 853967

Type of inspection: Unannounced
Inspection completed on: 16 May 2017

Service provided by:
West Lothian Council

Service provider number:
SP2003002601

Care service number:
CS2003017793

About the service

Holmes Gardens Day Resource is operated by West Lothian Council and was registered as a support service with the Care inspectorate on 1 April 2011 to provide a support service/day-care to a maximum of eight older people each day.

The service is available from Monday to Friday of each week. One of the aims of services is "to provide social contact and activities for those who are socially isolated."

The service is based in an allocated activity area within a housing with care development owned by Bield Housing Association. The service is provided by West Lothian Council.

The building is located off the main road in Broxburn and is quite close to local shops and bus routes. Service users' meals are served in the restaurant which is open to the tenants of the housing with care development and the wider community.

The housing with care development offers a "drop in" service where tenants are able to join the groups offered by the support service. The "drop in" users must be completely independent to attend the "drop in" and do not receive any form of support from the day resource workers as there is a dedicated "drop in" worker.

What people told us

Everyone we met was extremely positive about the service. People using the service greatly enjoyed being at Holmes Gardens and the friendship and pleasure they experienced there.

Examples of comments received were: "I wish I could have more days here," "I love coming to the centre," "The staff are great," and "I get fed up at home. I look forward to coming here."

Self assessment

Not applicable.

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

Quality of care and support

Findings from the inspection

Holmes Gardens continued to offer excellent care and support to service users.

The excellent level of service had been maintained since our last visit. This had resulted in many positive experiences for service users. Staff were keen to identify ways to develop the service even further for the benefit of service users.

Support offered was designed around the needs and interests of each service user. This "person-centred" care made attending the service much more meaningful to everyone. Activities offered were very imaginative.

A great deal was known about each service user and their needs. Support plans gave a great deal of important and relevant information upon which to base peoples' support. We felt that some support documentation could be more structured in the way it presented information. Sometimes it was not obvious where to find specific pieces of information.

The manager agreed to look at this issue.

The service had lots of relevant information for people who might attend in the future. There was a new information resource which gave great details about what people could expect. This included information on "A Typical Day" and "Reasons for Attending."

We found that people attending the service were relaxed and happy and felt that the service was "theirs." The service enjoyed a great deal of input from its users. We sat in on one of the regular service users' meetings. We felt that the meeting really empowered and informed service users. Service users themselves contributed a great deal to the agenda and discussions.

We felt that the service environment contributed greatly to the quality of care and support. The surroundings were very pleasant and roomy. A number of quiet areas were available. Lunchtime was totally unhurried.

Meals were tasty and nutritious and reflected service users likes and dislikes. Service users appreciated the choice available.

The service was currently taking advice on how to make the overall space more "Dementia Friendly."

We really liked the way in which service users were enabled to remain part of their local community. Local amenities were used whenever possible. The service was supported by a number of local businesses.

Service users had organized their own fundraising events. The proceeds of these had been used to buy equipment for the service. We felt that this was really empowering for service users. Independence was being encouraged.

We greatly enjoyed visiting Holmes Gardens.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

This quality theme was not assessed.

Quality of staffing

Findings from the inspection

We found that staff working in Holmes Gardens were very committed and very skilled. This really had a positive effect on the service provided.

Staff were very relaxed and at ease with service users. Staff were all happy and enjoyed what they did. We saw lots of very good interactions with service users. It was obvious to us that staff had a very good knowledge of service users.

We were pleased to see that service users were placed at the centre of everything which was planned. All staff understood the importance of choice and maintaining independent skills. We found that staff planned activities around the known interests of service users.

The manager described a tool which was being developed to assess staffing needs on a daily basis. Although we found that staffing was well managed and there were sufficient staff on the day, we could see that there was a place for this. Peoples' needs varied from day to day and this was understood by staff. The service should carry on exploring this issue.

Staff were benefitting from "Promoting Excellence," a national learning framework which helps promote better practice in Dementia care. The service should continue to develop the use of this resource.

Staff also benefitted from a training programme which reflected the wider needs of the service. In addition, staff had identified training necessary to meet the needs of individual service users. An example of this was training in relation to Epilepsy.

Staff had received training in relation to group activities. The benefits of this were clear to us during our visit.

Overall, we found that the staff of Holmes Gardens provided a very good service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

This quality theme was not assessed.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
27 May 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
15 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
21 Oct 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
14 Aug 2008	Announced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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