

Cobhair Bharraigh SCIO Support Service

Cobhair Bharraigh Centre
Kentangaval
Castlebay
Isle of Barra
HS9 5XL

Telephone: 01871 810906

Type of inspection: Unannounced
Inspection completed on: 6 March 2018

Service provided by:
Cobhair Bharraigh SCIO

Service provider number:
SP2004007018

Care service number:
CS2003009721

About the service

Cobhair Bharraigh Centre provides a day care and support service to people on the Isle of Barra. The service is delivered from a purpose built single storey building situated in the Castlebay area of the island. The service is provided by Cobhair Bharraigh (SCIO) and registered with the Care Inspectorate since April 2011.

The service is registered to provide day care to a maximum of 13 adults or older persons with dementia and learning disabilities, mental health problems, physical and sensory impairment. The care at home support service is delivered to the individual in their own home within the community.

From the outside this is a bungalow house and inside provides a homely environment. The day centre is a barrier free building with ramp access and wheelchair friendly for those who attend the service. The garden was originally designed and created by a BBC television gardening programme and recently the service has concreted the shingle pathways to provide safer access for those with mobility or visual impairment.

The lounge offers the option of being divided into one or two areas by a folding wall, offering capacity for large or small group activities. The décor and furnishings provide comfortable and homely seating in the dining room and adjacent kitchen area. The communal toilets and shower room provide specialised equipment which is also accessible to the community for use as and when required. Staff have access to office rooms to have private conversations and keep support plans secure.

The day care service is available Monday - Thursday and individuals visit on various permutations of the four days available. The people who use the service live in the community and make use of community transport to access the support service. The support service provides respite for carers and socialisation and encouragement to retain independent living skills for those persons using the service.

The care at home support service is used by seven (7) individuals and the source of the assessment and referral can be the Social Work department, Cobhair Bharraigh or a mix of the two agencies. The service may also be approached for a "spot purchase" from the social work department.

There are daily variances in user numbers of the day centre and on the first day of the inspection the service were providing support to ten persons.

The aims and objectives of Cobhair Bharraigh:

"To relieve stress on carers and their families by enabling them to take regular breaks from their caring responsibilities and maintain their social role within the community"

"To support young carers; support families with young children where there is need"

"To care for the elderly or people with physical, mental or sensory impairment who are living alone; and support people, if they so wish, to remain in their own home as long as possible"

"To provide information and support to all carers about any issues affecting them"

"To raise awareness about all aspects of dementia; provide support for people with dementia and those who care for them and provide specialised day care for people with dementia"

"To provide palliative care to families where need arises".

What people told us

Prior to the inspection we received fourteen (14) completed care standards questionnaires from people who use the service and their relatives and carers.

Overall those who completed the Adult Services questionnaire agreed that they were very happy with the quality of the service.

"They listen and help when I need help. Always ask how I am and I know I can always approach them (staff)"

"I think this is an extremely good service that is available in our community, we are able to meet up with old friends where it is a homely and welcoming environment"

Overall those who completed the Housing Support and Care at Home questionnaire agreed that they were happy with the quality of the service.

"I have no complaints about the service at all, but I feel that my relative needs more help with cleaning and household tasks I feel this is extremely important".

During the inspection we spoke with five people who use the service. Feedback from all persons was very positive regarding the service they receive.

"I've been coming for years and used to be a volunteer at Cobhair Bharraigh and now I use the service"

"Staff help me with my eye drops cause I've just had a cataract operation".

Self assessment

Care services were not required to submit a self assessment document during inspection period 2017 - 2018.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

People told us they and their carers had taken part in developing their care plans and regularly attend review meetings with their keyworker. The plans sampled were completed to a very high standard and the contents very informative to enable staff to provide person centred support for an individual. People who use the service were observed to make use of the office to hold their planned review meetings and administration of their medication to protect their privacy and dignity.

People told us that their opinions were sought which results in the activities being updated to meet the individuals and groups preferred choices.

People were observed to use the dining room area, for ease and comfort of seating, to carry out arts and crafts and baking activities. People pointed out with pride whose work was displayed on the walls. After morning coffee people divided into groups and participated in activities of their own choice.

There was a lot of conversation between staff and service users over the reminiscence books which contained the orders of service for previous neighbours and friends. A group of four were playing cards as was their normal choice prior to lunch.

Presently individuals with staff assistance are creating their own music playlists and participating in the activity titled "These hands have done", an addition to the life story document in the individual's care plan. Everyone came together to sing local and popular songs in Gaelic and English from the songbooks they had created.

The service employs a cook who in consultation with the people who use the service provides a menu full of fresh, healthy and hearty foodstuffs. We observed that the staff were knowledgeable and responded in a positive manner to the social and health needs of each attendee.

Over lunch the people who use the service told us they had a wonderful cook who made beautiful home baking for snacks and lovely meals made from fresh produce. This ensured that people received adequate nutrition and hydration. Feedback was given regarding the quality and quantity of the choices on the menu through regular meetings. Overall everyone told us, and the cook at the end of the meal, that the food was very good and well presented.

There was excellent practice by staff who sat and dined with the people who use the service encouraging conversation and to ensure individuals' good health and wellbeing. People told us the staff were lovely, helpful, well-trained including all staff food hygiene certificates were on the wall so they could see them. This positive feedback regarding staff competencies were confirmed through observation and interviews with staff. We observed that the majority of staff were bilingual and conversed in Gaelic and English to meet the needs of those who attend each day.

Staff told us they felt valued by the provider and the people who use the service and received training to do their job effectively and to meet individuals' assessed needs. Cobhair Bharraigh hosted an evening training event, "Adult Support and Protection" and invited along members of The Board, Health Professionals, support staff and family carers to keep everyone informed of the legislation, policies and procedures.

What the service could do better

No requirements or recommendations were made as an outcome of this inspection.

This service should continue to consult the people who use the day care and home care services through the quality assurance processes and to ensure the continuous development of the service in line with the provider's improvement plan and good practice guidance.

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 Mar 2017	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
21 Aug 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
3 Jul 2014	Announced (short notice)	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
22 Aug 2013	Announced (short notice)	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very good Management and leadership 6 - Excellent
5 Sep 2012	Announced (short notice)	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 5 - Very good
6 Jul 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed

Date	Type	Gradings	
25 Aug 2009	Announced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	6 - Excellent
6 Nov 2008	Announced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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