

## East Renfrewshire Dementia Services Housing Support Service

Kirkton Service  
Room G76, Barrhead Health Centre  
213 Main Street  
Barrhead  
Glasgow  
G78 1SW

Telephone: 0141 881 2076 / 0141 643 9517

**Type of inspection:**

Unannounced

**Completed on:**

5 December 2018

**Service provided by:**

The Richmond Fellowship Scotland  
Limited

**Service provider number:**

SP2004006282

**Service no:**

CS2012310841

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service registered with the Care Inspectorate on 25 January 2013.

East Renfrewshire Dementia Services is part of the The Richmond Fellowship Scotland (TRFS). This is a charitable organisation providing services for people who live with mental health difficulties, learning disabilities, autism, dementia and alcohol-related difficulties. The organisation is divided into eight regions covering the whole of Scotland.

The East Renfrewshire Dementia Services (Day Opportunities) is based in Barrhead and offers care and support to service users with a diagnosis of dementia over a wide geographical area. This is a combined housing support and care at home service. Care and support is provided either in the service user's home or out in the community.

The aims and objectives of the service include: 'We will support you and those around you to understand your diagnosis of Dementia and to cope with life changes. We will help and enable you to make informed choices and decisions along with those people important in your life by ensuring you have access to relevant information.'

## What people told us

- the service is fantastic
- I couldn't cope otherwise
- It gives me time to myself
- when they're with the service they doesn't have to bother with how other people see them.
- It lifts their mood
- It allows them to do things they couldn't otherwise.
- they really look forward to going

## Self assessment

Self assessments were not required of services in this inspection year

## From this inspection we graded this service as:

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

## Quality of care and support

## Findings from the inspection

We concluded that the service was continuing to deliver excellent outcomes for people using the service and showed sector leading practice.

We were told about and saw feedback and evaluations of some excellent initiatives that the service was leading on:

Singing for the Brain is a group who gather and sing. Through song people were energised and enabled. We talked to staff about this and they told us that people 'came alive' when they took part. We looked at the service's evaluation of the activity and it showed people actively engaged and with bright smiles on their faces. There were very positive comments from service users and families regarding how the activity brought the person out of their shell.

Soundtrack of my Life: in this activity we saw how people were supported to identify songs that they had a particular connection with. These were identified and put on an audio device which they could listen to. This enabled people to access memories and stimulated engagement with the world that they had. We saw photographic evidence of people being able to engage within the group through listening to their songs.

The Intergenerational Group was in its final stages and was a cooperative effect between the service and the local secondary school. Pupils and service users worked on a project. The current project was how to write letters. The service users were able to take on positive roles with the pupils in showing them, in the digital age, how letters were written. The pupils wrote to JK Rowling and other celebrities. The project will run again and the subject will be decided with participation of all parties.

The service also provides individual support and we saw in support plans that people received individual support to access community resources. This included providing support to attend a church group and to attend church services which the person had no longer been able to attend due to their condition and someone being supported to go see horses which they hadn't been able to as their condition had deteriorated.

Other examples showed that the service enabled people to do quite ordinary (but no less valuable) things such as go to local shops, have hair done, visit library, cafes etc.

The service had also supported people and their families to attend 'a pie a pint and a play' activity.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

We concluded that the management and leadership of the service was excellent.

The service is supported by a positive set of values and rigorous policies and procedures provided by the provider organisation. These ensure that staff are recruited safely, operate to national standards, are appropriately supervised and have valid and meaningful appraisal.

The management team operate to identified key performance indicators. These indicators are derived from information gathering work carried out on a continuous basis throughout the year from performance oversight, consultation with people using the service, consultation with families and liaison with health and support resources which are contributing to the service.

This contributes to a highly organised and cohesive management of the service where all of the participants know what is required of them as they have contributed to the process.

The second was the integration of the management of services which contributed to consistent and robust leadership of services. We saw that individual managers worked well with each other and, while holding their own areas of responsibilities, were knowledgeable and comfortable in providing support to colleagues and support locations across the services managed from the offices.

This we concluded, was the outcome of each person knowing their own role at service level, how the services provided in the service hub related to each other and how they contributed to the work of the provider organisation. We saw this where, in the absence of the direct manager, other managers were able to step in and give appropriate support and guidance. This enabled the services to be consistent and to have a robust 'on call' system.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

**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](http://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	
9 Mar 2018	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good

Date	Type	Gradings	
7 Sep 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
1 Jul 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
29 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
15 Aug 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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