

## Orchard Grove Day Care Support Service

19 Prospecthill Circus  
North Torglen  
Glasgow  
G42 0LA

Telephone: 0141 276 3980

Type of inspection: Unannounced  
Inspection completed on: 2 November 2016

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Care service number:**  
CS2015337472

## About the service

Orchard Grove Day Care Centre is a fully integrated day care service providing opportunities for older people to meet their health care, personal care, socio-cultural, psychological and welfare needs and allows older people to live life to their maximum potential while remaining within their own community.

The service provides support services for older people over the age of 65 years, and is open to everyone within the community, lunch is available for all service users. The service operate separate Halal kitchen space to meet Muslim service users dietary needs.

The service provides a range of carer services for 30 individuals per day, from Monday to Saturday, including public holidays, and is supported by drivers and escorts to support service users to and from the service.

The service is available from 9.00am to 4:30pm.

## What people told us

We spoke with service users during our visit. We found that service users were at ease in the company of staff, service users and carers.

We were advised that service users enjoyed the company of others within the service, with ongoing discussion in relation to activities within the service as well as places of interest.

## Self assessment

The service completed its self assessment.

## From this inspection we graded this service as:

|                                      |               |
|--------------------------------------|---------------|
| Quality of care and support          | 5 - Very Good |
| Quality of environment               | 5 - Very Good |
| Quality of staffing                  | 6 - Excellent |
| Quality of management and leadership | 5 - Very Good |

## What the service does well

We were advised that staff within the service had been given an award for their achievement in providing an excellent standard of support. As part of a training plan, with continued staff development in place around staff interaction, staff members had developed their roles further within the service. Staff members confirmed that this was a positive process which both staff and service users benefitted from. As a result of this both staff members and service users felt able to give their views and opinions on the service.

It was noted that service users gave their views and opinion in relation to the service provision and felt able to raise issues of concern.

The service provided a variety of outings and activities within a supportive environment. We spoke with service users, their carers/friends and found that service users were very happy with the care provided.

The environment of the day care facility is very good, with a range of information provided.

Additionally, the views and preferences of service users were part of the ongoing discussion during the weekly staff and service user meeting.

## What the service could do better

The service should continue to support a range of activities.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

| Date        | Type        | Gradings                  |               |
|-------------|-------------|---------------------------|---------------|
| 21 Mar 2016 | Unannounced | Care and support          | 5 - Very good |
|             |             | Environment               | 5 - Very good |
|             |             | Staffing                  | 5 - Very good |
|             |             | Management and leadership | 5 - Very good |

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