

## Wallacewell Day Care Support Service

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Glasgow  
G21 3RP

Telephone: 0141 287 2000

Type of inspection: Unannounced  
Inspection completed on: 15 February 2018

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Care service number:**  
CS2015343820

## About the service

Wallacewell Day Care Service was provided by Glasgow City Council and registered with the Care inspectorate in January 2017.

The day care service was registered to deliver support to 30 older adults per day. The service operated on a Monday - Friday basis and people who use the service vary in the frequency of their attendance to meet their assessed needs.

## What people told us

Through the five completed care standards questionnaires and conversations with five people who were present during the two day inspection, they were all very happy with the service they receive and the environment.

"The men would like a pool table rather than playing dominoes every day of the week"

"I'm very happy in the knowledge that when my relative attends day care he is treated with dignity and respect; he is safe; he is happy to attend and returns home in a contentful and positive manner".

As the people using the day care service were leaving for the bus they all had a smile and commented, "had a great day".

## Self assessment

The care service was 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	5 - Very Good
Quality of environment	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

People who use the service and their carers told us they were well informed about the day care service through the brochures published by both the provider and Wallacewell Day Centre. The aim of the service is to provide support to vulnerable older people who live in the community and may be socially isolated.

The people who used the day care service told us they were treated as an individual and with respect by a well-trained and motivated workforce who looked after their health and social wellbeing. They felt listened to and they and their relatives were consulted by the staff when writing their personalised support plan which was reviewed regularly to ensure it continued to meet their assessed needs.

People who attended during the inspection visibly enjoyed a sense of community with their peers while using this purpose built building which provided a comfortable, relaxed and safe environment.

We dined with three people who told us that the menu and quality of foodstuffs was good and there was always an alternative choice. The diners gave their views on meal satisfaction which was forwarded to the external catering provider to enhance future dining experiences. People who used the service said they had access to snacks and drinks throughout the day to ensure they did not become dehydrated which can impact on their alertness and mobility.

Activities offered were things that people using the service wanted to do and they all contributed their suggestions at the meetings to assist staff with the planning details. The CAPA activities project had been a success and people told us they enjoyed the new walking group and were planning a healthy eating project to improve their individual physical and mental health. The service continues to work on developing links between service users and local community groups for mutual benefit.

While outcomes for people were very good the documentation and audit processes could be more robust at capturing how to support the individuals assessed needs and the service is awaiting the outcome from the providers care plan review group to assist future development.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

People told us that on arrival they used the cloakroom area to securely store their personal belongings and staff kept their medication in the treatment room until required.

There were wide corridors and door frames so people moved freely around the communal areas to participate in the daily activities of their choice. Large or small groups or break away areas were accommodated through the folding wall system which gave capacity to the lounge room sizes to be altered as and when required.

Wallacewell Day Centre is a new, purpose built centre and provides a light, bright and spacious, clutter and barrier free accommodation to prevent slips, trips and falls for those people with visual or mobility impairments. The environment was maintained to a high standard of décor, furnishings and cleanliness to ensure infection control is protected for the thirty people who use the service daily. The centre has sufficient off street parking for the bus transport used to bring people in from the community and offers lowered kerb and ramp access for those who use specialist mobility aids to have ease of access to the building.

People who use the service told us they are encouraged to retain their daily living skills and use the pantry areas to make snacks and drinks or help with setting the dining tables. They said they missed the old centres they previously attended but do love what the new centre has to offer them.

Staff told us that people have access to a shower room with specialised equipment and this facility has improved the confidence of those who wish to independently and safely carry out their own personal care while attending the day centre rather than when alone in their own home.

People were free to wander where they wanted with the confidence to know that their safety was protected by the building's design as they could be unobtrusively observed should they need assistance while walking in the secure garden area or accessing the designated smoke area.

The enclosed garden and its ongoing development was discussed by the service user group with plans for being out in the fresh air, regardless of the weather, the opportunity to potter in the soil and grow plants or sit under the protected walk-way and watch their peers at work.

The welfare of people who attend the day centre is ensured by the provider through the recording of all necessary health and safety checks, including the register of visitors.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

## Quality of staffing

### Findings from the inspection

The provider protects the wellbeing of people who use the service by the implementation of their inhouse policies and procedures including recruitment and Protection of Vulnerable Groups (PVG) check for all staff.

People told us the staff were lovely, very helpful, friendly and well-trained and met their needs. These positive comments were confirmed through interviews with staff and observation of practice.

Staff told us they were supported to carry out their roles and responsibilities by a framework of training courses, personal and group meetings to ensure they are fit to practice and meet the individualised care of those who attended the service.

Quotes from Staff Questionnaires:

"Service is staffed by employees who are well trained and have lots of experience in supporting people to live an inclusive life while helping them to be as independent as they are able to be. Staff involved in meetings, input into care plans; SU involved in care plans".

Some staff were employed in the role of supervisor but not presently registered with the Scottish Social Services Council SSSC as the day care register is not yet open. The provider may wish to review when these employees should be registered with the SSSC if part of their job description is "to carry out peer supervision".

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

The people who use the service, their family and friends told us that the manager and staff are well known to them as they worked together regarding the relocation of the service and continue to seek their views and opinions regarding Wallacewell Day Centre. The service had developed an inhouse Improvement Plan but it had not been updated recently. They should keep the improvement plan up-to-date and ensure that it ties in with their aims and objectives and the current needs of the people using the service.

Communication is embedded in the continuous improvement of the service. People who use the service and their carers told us they were invited to participate in the development of individual support plan and review of care to ensure it meets their assessed needs, surveys and questionnaires and contribute to The Newsletter to keep everyone well informed about inhouse and other community news and activities.

The service implements the provider's quality assurance and audit processes to ensure health and safety checks are completed at the day centre. People felt the staff were accessible and protected their safety and wellbeing from when they are collected by the bus until returned home.

The provider produces and advertises their publications and information leaflets including their complaints procedures. Those persons who completed the care standards questionnaire or spoken with during the inspection told us they had no complaints about the service they receive and if they did they would speak to the manager whose door is always open.

Staff spoken to during the inspection told us to do their jobs effectively, and in line with the provider's corporate and strategic plans, they were supported by a framework of meetings to aid and deliver positive outcomes for the people who use the day service.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

**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

This service does not have any prior inspection history or grades.

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