

Hawthorn House Day Care Support Service

20 Ashfield Street
Glasgow
G22 5HP

Telephone: 0141 276 4051

Type of inspection:

Unannounced

Completed on:

25 July 2018

Service provided by:

Glasgow City Council

Service provider number:

SP2003003390

Service no:

CS2003001021

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

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Hawthorn House Day Centre service is provided by Glasgow City Council.

The people who use the service live in the community, within a specified geographical area, and access the support service at a frequency to meet their assessed needs. The service is registered to provide support Monday - Saturday to a maximum of 30 older persons per day.

For those people who experience care the support service provides accommodation which offers a number of activity rooms of varying sizes, open plan dining area, hairdressers and office space for receptionist services, staff and management.

The service aims to reduce social isolation and encourage social stimulation allowing those who attend to maintain and develop their daily living skills through a varied recreational programme and respite for their carers.

On the first day of the inspection the service were providing support to 15 persons and had 15 vacancies, some persons were in hospital or on holiday and attendances varied in number on a daily basis.

What people told us

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

During the inspection we spoke with individuals and the group who had been participating in the exercise class.

People who use the service told us they love to attend the day service, they feel at ease and have confidence because they experience a warm atmosphere, meet friends and know who provides their care on a day to day basis. They told us they knew how to make a complaint and if they ever required doing so they would speak to a member of staff or the manager.

"The day care allows me to use my brain and have conversation with service users and staff. Staff will ask, rather than tell me what to do. That is one thing I like about Hawthorn Day Care"

"When I started day care staff went through my care plan to get information from me about my background - family - work etc"

"When attending day care staff are always there to support and care for me. I know they are there when needed"

"All staff and manager are very helpful"

"The service is good, can't complain about it".

Self assessment

Care services were not required to complete and submit a self assessment during the inspection period 2018 - 2019.

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

What the service does well

The people who experienced the support told us that staff treated them with dignity and respect from the moment staff collected them from home and returned later in the day. These positives comments regarding the protection of individual's dignity and respect was captured through observation and testimony.

The day care service recognises the individual using the support service is an expert in their own experiences, needs and wishes. People told us they, and their carers, were fully involved in the assessment process and development of their personal support plan. The plans sampled were completed to a very high standard, informative and reflected the individuals' emotional, psychological, social and physical needs and directed staff how to meet those assessed needs. The people who experienced care told us that they were regularly invited to review meetings with their keyworker to ensure that their care plan and service provided, met their assessed needs and were updated to meet their changing needs.

People who used the service told us they felt they were kept well informed about the service they receive. Prior to commencing they were provided with information about what they could expect from the service; this included how to make a complaint if they were not satisfied. They felt valued and listened to as the provider sought their views and opinions through surveys and questionnaires. The service collated this information and shared the outcome in a format that all attendees could understand. A number of staff provided bi-lingual support for those where English was not their first language and this meant that people's language and cultural needs were met. This meant that people could be involved and be able to contribute to the continuous development of the service, give their views and feel listened to.

All those attending the centre were supported to remain as healthy as possible through activities and the dining experience. People were observed enjoying good, healthy meals and snacks while they attended the day service. The light, bright and spacious dining room provided a calm and pleasant atmosphere providing a positive experience for people through the presentation of the tables and choices of meals. At lunch and throughout the day people were offered choices that meet their individual cultural requirements. This meant that people had their nutrition and hydration maintained in order to reduce the risk of unnecessary weight loss.

People told us that they got the best out of life by participating in the planned activities and the improvement programme for physical activity. People were very positive about their personal achievements and quantifiable improvements in their mobility and mental health through increasing their physical activity such as joining the walking group, working in the garden or participating in Tia Chi and Kung Fu which was led by service users

themselves, for their peers. The outcome for the peer facilitators promoted feelings of worth, responsibility and empowerment as they supported their friends in new physical activities.

People told us they were kept safe and protected through the implementation of the provider's recruitment and induction policy and confident that staff were provided with the skills to carry out their roles and responsibilities. The service supported the continuous development of staff by providing various styles of training courses and leadership support procedures. This meant that staff responded in a positive manner to any individual or group and ensured the protection of individuals health and social care needs were maintained.

What the service could do better

The management and day centre staff said they would continue to work in partnership with the people who experience support by encouraging them to be actively involved in improving the service and provide feedback through the individual review process, service user meetings and consultations such as surveys or questionnaires.

The service believes that they have capacity to continue their improvement agenda and to be a sector leader by capturing and improving the assessed health and social needs outcomes for people who use the service through inclusion in the meaningful activities programme provided.

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
15 Dec 2015	Unannounced	Care and support Environment Staffing
		5 - Very good 6 - Excellent 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
26 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 May 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
20 Jun 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
13 Apr 2011	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
30 Apr 2010	Announced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
20 May 2009	Announced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
3 Oct 2008	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
4 Jun 2008	Announced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	2 - Weak

Date	Type	Gradings	
		Management and leadership	3 - Adequate

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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