Harry Heaney Centre
Support Service

Carrick Road
Spittal
Rutherglen
Glasgow
G73 4LJ

Telephone: 0141 634 1610

Type of inspection:
Unannounced

Completed on:
10 May 2019

Service provided by:  Service provider number:
South Lanarkshire Council   SP2003003481

Service no:  
CS2003001346
About the service

The Harry Heaney Centre is a purpose-built day care provision, owned and managed by South Lanarkshire Council and located in a residential area on the outskirts of Rutherglen. There is access to public transport and some local amenities nearby. The service can operate up to 7 days and at times which meet the needs of the service users although at present service currently operates Monday to Friday between the times of 9am and 5pm. The service is registered to provide a care service to maximum of thirty older adults and older people with physical/sensory needs and/or memory impairment/dementia per day.

What people told us

We received forty Care Inspectorate Questionnaires before the inspection, all indicated that they agreed or strongly agreed that they were happy with the quality of care they received:–

We received the following comments from the returned questionnaires:–

“The staff are wonderful, caring people”.

“The staff are excellent, so pleasant and very professional”.

“The people at the day centre are lovely, treat Mum with respect and care. She’s always doing exercises and activities”.

“Very satisfied with service and staff”.

“The service is very good, the staff are very good and look after me well. I am happy with things the way they are”.

“The service is invaluable”.

“Thoroughly enjoys her days at the centre, she repeatedly tells me how friendly and helpful all the staff are. They often go above and beyond what is expected. I cannot sing their praises highly enough”.

“I enjoy coming to the centre it gets me out of the house and keeps me healthy”.

“I think the centre is a great place”.

We spoke to six people who use the service who made the following comments:–

“It’s fantastic here, don’t know what I would do without it; we made a complaint about the fish and this was sorted, that’s the thing they listen to you. This morning we did the quiz, crossword and skittles”.

“We love it we all like it. Very good staff, very nice, staff are great you can talk to them, we all know each other, no concerns no worries”.

“Would like the option/opportunity to go out, staff always treat you with dignity and respect, they can’t do enough for you, they will go out of their way to help you, everybody looks after you”.
“Thoroughly enjoy it we are very lucky”.

**Self assessment**

No longer requested

**From this inspection we graded this service as:**

- **Quality of care and support**: 5 - Very Good
- **Quality of environment**: not assessed
- **Quality of staffing**: 5 - Very Good
- **Quality of management and leadership**: not assessed

**What the service does well**

People who come to the centre enjoy a range of activities, including ‘sporting memories’, quizzes and physical activities supported by a highly skilled and knowledgeable staff group.

People we spoke with said they enjoyed the company they get in the centre and the support they receive from staff, whom they said were “fabulous”. People spoke very highly of the staff and said they were very happy with all the support and help that staff give them.

We observed a lot of laughter and fun during our visit.

We saw some evidence of people being supported to take part in activities which they previously enjoyed, for example, knitting. We saw very strong evidence that the person really enjoyed this activity and it brought back a lot of happy memories.

We would like to see more of this going forward.

We found that staff were skilled, knowledgeable and experienced in looking after the people who attend the service. Staff are supported through a range of training which is appropriate for the work they are asked to do.

We thought that there was good evidence of people enjoying the range of activities through photographs some of which were supported with a short statement from people.

Staff had access to regular supervision and appraisal, regular staff meetings and said they were confident in management and that people were well looked after.

We thought the food on offer was warm tasty and appetising and was of good quality.

The service had good links with the local community and we saw a local primary school visited during the inspection which people said they really enjoyed.

**What the service could do better**
We thought that the service could do better if it clearly linked the activities on offer to people’s life histories and previous likes and interests.

We look forward to seeing how the new supervision and appraisal process supports staff to reflect on their practice and develop their learning.

We suggested that the service use direct quotes from people who take part in activities to show what they have got out of a specific event.

We thought the service would benefit from taking an ‘outcome focussed approach’ to what they do.

People said they would like to go on more regular outings.

**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.

**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.

Inspection and grading history

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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>7 Jun 2016</td>
<td>Unannounced</td>
<td>Care and support 5 - Very good</td>
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<td></td>
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<td>Environment 5 - Very good</td>
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<td></td>
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<td>Staffing 5 - Very good</td>
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<td>Management and leadership Not assessed</td>
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<tr>
<td>18 Dec 2013</td>
<td>Unannounced</td>
<td>Care and support 5 - Very good</td>
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<td>Environment 5 - Very good</td>
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<td>Staffing 5 - Very good</td>
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<td>Management and leadership 5 - Very good</td>
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<td>5 Nov 2010</td>
<td>Announced</td>
<td>Care and support 6 - Excellent</td>
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<td>26 Feb 2010</td>
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<td>Care and support 4 - Good</td>
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<td>Environment 4 - Good</td>
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<td>Management and leadership 4 - Good</td>
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<td>29 Oct 2008</td>
<td>Announced</td>
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<td>Management and leadership 4 - Good</td>
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