

McClymont Resource Centre Support Service

Gallowhill Road
Lanark
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Telephone: 01555 666782

Type of inspection:

Unannounced

Completed on:

5 August 2019

Service provided by:

South Lanarkshire Council

Service provider number:

SP2003003481

Service no:

CS2003001348

About the service

McClymont Resource Centre is a support service for older people, which is owned and managed by South Lanarkshire Council. It is purpose-built, and provides an attractive and comfortable environment for service users. The service operates five days a week Monday to Friday, and provides a service to frail, older people and to people who have dementia. The service is registered for a maximum of thirty-two service users. The service's aims are described as being the provision of a flexible, stimulating and supportive environment, which forms part of a care package designed to maintain service users in the community.

What people told us

We received seven completed questionnaires during the inspection. All indicated, that they agreed or strongly agreed that they were happy with the quality of care the service provides.

We received the following comments in the questionnaires:-

'I really enjoy coming and would like to continue coming as I like the people and the things that we do.'

'I don't know what I would do without this service it has helped me a lot'.

'I am happy that staff support me to go out walks as this is important to me moving'.

We spoke to four people, who use the service during the inspection and they made the following comments:-

"I have had a nice day".

"Staff are really good to us, we are well looked after and they treat us well. We enjoy the company, we like a blether and a laugh and you get that here".

Self assessment

No longer required

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

We thought that the outcomes people experience at the centre were very good. We observed a lot of laughter and joking throughout and it was clear that people enjoyed their time, this helped to contribute to people's feelings of emotional well-being.

We found that staff were patient and understanding with people and we thought that they were skilled and knowledgeable in what they do.

People spoke highly of the help and support they received from staff.

It was good to see a person centred front page in the care plan however, some of the language used within the care plan was not accurate or person centred. This was discussed during the inspection.

It was good to see that the service had a development plan which identified the issues discussed during the inspection and the service had clear plans to take these issues forward.

We thought that people benefitted from a range of activities such as archery, tapestry, the walking group, therapy, gardening, dominoes and bingo.

It was really good to see that the service had taken people out to various outings and plans were in place to take people out to McKinnon Mills this week.

We suggested some ideas of how to capture people experience of the outing, for example, photos, direct quotes, story book.

It was good to see people were offered plated choices during meal times and the menu was displayed on a hand written white board. However, the menu board was not always visible depending on where you were sitting and was not always clear what the choices were.

Staff indicated that they had enough training to do their job, had regular supervision and appraisal, regular staff meetings and that they were confident in management.

What the service could do better

It was good to see that staff had completed outcome focussed care plan training, however, it was not clear what impact this training has had on how care plans are written.

The service should continue to develop the system of supervision and appraisal to take into account reflective practice to help staff meet the registration expectations of the Scottish Social Services Council (SSSC) going forward.

We thought that staff would benefit from having access to specialised training, for example, stroke.

We thought it would be helpful if the service had an overview of all the training that staff had completed.

We thought that there could be a clearer link between what is important to people in their care plan and what is offered to people on an individual basis. One example of this, was people indicated that they liked dance music and to dance. We would like to see more individually tailored activities on offer.

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

Date	Type	Gradings	
6 Sep 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
8 Nov 2013	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Oct 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
14 Oct 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
11 Nov 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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