

Burnbrae Day Service Support Service

Burnbrae Road
Falkirk
FK1 5SD

Telephone: 01324 501850

Type of inspection:

Announced (short notice)

Completed on:

5 August 2019

Service provided by:

Falkirk Council

Service provider number:

SP2004006884

Service no:

CS2003015042

About the service

Burnbrae Day Service is provided by Falkirk Council within Burnbrae care home. The building is adjacent to Dollar Park close to the town centre of Falkirk. The service has been registered since 2003.

The service is registered to provide day care for up to 12 older people per day from Monday to Friday. The times of operation are 9.30 am – 5.00 pm.

The service has a separate entrance from the care home with a dedicated lounge/dining room. Separate toilet facilities are located nearby.

Transport to and from the service is provided by a Falkirk Council minibus or voluntary drivers. Service users attend the service one, two or in some cases three days per week.

What people told us

We distributed six care standards questionnaires to people using the service and their relatives or carers. We received six completed questionnaires.

People told us they were very happy with the service they received. Staff were kind, caring and compassionate. Service users felt they were treated very well and staff had time to spend with them.

Service users told us they could not do without the service. They enjoyed the company and had got to know staff and other the people using the service. They looked forward to seeing people.

A service user told us the service had given them a new outlook on life.

The food was very good. There was a range of choices available so there was always something on the menu that people liked.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We graded the support for people's wellbeing as very good. This meant the service demonstrated major strengths in supporting positive outcomes for people. We identified very few areas for improvement and those that do exist will have very little impact on people's experiences and outcomes.

People received a warm welcome on arrival at the day service. People sat down together to have breakfast and catch up with each other. It was apparent that staff knew people's likes, dislikes and preferences and encouraged service users to serve themselves during breakfast. Service users helped staff wash dishes and clear the tables. People told us "staff support me to do small things on my own. I know they are discreetly watching me. I feel safe". This supported people to feel valued and maintain their self esteem.

We found staff had a clear understanding of people's support needs. A number of people using the service were living with dementia. Staff understood people's communication needs and ensured people had the time they needed to contribute to discussions. A service user had a fall whilst attending the service and support was provided in a discreet, quiet manner which enabled the service user to maintain their dignity.

A range of activities were available for people to enjoy and support the maintenance of their skills and abilities. People could choose to participate in activities that were meaningful and purposeful for them. Staff supported people to read the newspapers and magazines that were available and lively conversations took place about stories people had read. This helped people remain aware of current affairs. Some people enjoyed using iPads to complete word search puzzles or do some gardening. Service users also enjoyed a ride around the nearby Dollar Park in the trishaw with staff. The service was using the CAPA (Care about Physical Activity) programme to support people to build and maintain their mobility and strength.

We found service users were fully involved in directing the service. A monthly activity plan was drawn up with service users and staff and people told us their views and suggestions were included in the plan. A three monthly members meeting gave people the opportunity to share their view and opinions. People felt listened to.

People told us they enjoyed the company of others at the service. This was particularly important to people who lived alone. Service users attended on the same days each week so had got to know each other and spoke about missing people when they were unable to attend the service. We saw people had built caring relationships.

People had the opportunity to enjoy a three course meal at the service. This was important for people as they often did not want to cook a "big" meal for themselves. People said the food was "first class" and enjoyed eating with others. People told us there was always something they liked available even if it was not on the menu and the cook was happy to receive feedback about the food. In some cases people only ate well when attending the service. This contributed to some service users maintaining or increasing their weight.

We found staff monitored people's health, including monitoring people's weight on a monthly basis, and communicated with relatives, carers or people's general practitioners if any concerns were noted. People were supported to manage any medication they were required to take during the service.

In conclusion, we found people were experiencing good outcomes as a result of using the service. People told us they enjoyed attending the service.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

4 - Good

We graded the planning of care and support as good. This meant we identified a number of important strengths which taken together, clearly outweighed areas for improvement. The strengths had significant, positive impact on people's experiences, however improvements are required to maximise benefits and ensure that people consistently have experiences and outcomes that are as positive as possible.

We found residents' care plans detailed their needs and wishes. One page profiles had been developed to provide information about residents' likes and dislikes and life histories. Whilst the profiles contained a good level of information, these would benefit from additional information to provide a more detailed picture of people. This would enable on-going communication and support the maintenance of relationships and residents' sense of identity.

The Health and Social Care Standards say people should be fully involved in developing and reviewing their personal plans (care plans). We found limited involvement of residents and their relatives in the development of their care plan. Furthermore, service users did not have a copy of their care plan. We asked the provider to review their care planning procedures to ensure service users, relatives and carers are at the heart of the process, directing the development and review of their care plan if they wish.

The service had introduced a new risk assessment format since the last inspection which consisted of a list of "risks" that were assessed for all residents whether or not these were required. We discussed with the provider that risk assessments should be specific to the person. The provider should consider the adoption of a risk enablement approach to support people to maintain or increase their skills, abilities and quality of life.

Regular service reviews were taking place and we found review reports were comprehensive and of a good quality. We noted input into reviews from relatives and carers and professionals where possible.

We found recordings in service users' care notes were comprehensive and accurate. Issues were followed through to their conclusion and communicated to all relevant people.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good
How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.