

West End Project - Dumbarton Support Service

Units 10 & 11
Leven Valley Enterprise Centre
Castlehill
Dumbarton
G82 5BN

Telephone: 01389 730466

Type of inspection:

Unannounced

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Service provided by:

The Mungo Foundation

Service provider number:

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Service no:

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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

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

The West End Project is managed by The Mungo Foundation and offers day opportunities and outreach support for adults who are experiencing social isolation and who have varying degrees of physical disabilities. They work in partnership with West Dunbartonshire Council and currently provide support for approximately 55 adults. The project liaises closely with colleges, community education and multidisciplinary professionals. The project aims to empower service users to make decisions, increase their independence.

The service is very user led with individuals identifying their goals and the service supporting and planning with them how to reach these identified goals.

The service operates Monday to Friday either from within the centre or out in the community and organises monthly evening events.

The service is housed within a business park in Dumbarton. People make their own way to the centre or transport is provided.

The service accommodation offers an arts room, woodwork workshop and games area, occasional bistro meal service, internet cafe, sensory room/relaxation room and a comfortable sitting area.

Members develop with the service a programme which involves outings and visits to the centre depending on their personal preference and goals.

There is a members group known as the "forum" which enables service users to be fully involved in the development and running of the service.

What people told us

During our visit we met eight people who use the service. Everyone we met was very complimentary about the staff and the activities on offer. Some had been coming for a period of years while others had only more recently started to attend. They told us it was easy to make friends as people tended to attend on specific days which made it easier to get to know each other.

In addition, four people completed our Care Standards Questionnaire prior to the inspection. People told us:

"Very understanding, if I have any problems they listen, and I can come and speak in private. Helped me with a bereavement".

"They will show me how to do things. I like it here it looks nice. Staff are all nice. We have forum meetings and questionnaires. If I had any concerns I would speak to the manager".

"Enjoy coming in doing my art, meeting people and having a bit of lunch. Staff are friendly and help me with

anything I need. They make sure they are there if I need a hand, they always make time. I attend twice per week and choose activities where I can learn more. I feel safe. Great service to come to".

"I am a member of our monthly forum meeting and I have regular reviews with my support coordinator (link worker). I feel it is a safe, happy encouraging environment that helps with my mental health issues. (The centre) is nice and bright, happy and relaxed and safe. Staff are exceptional in care and support. Staff receive regular training and are very good at their jobs and commitment. Staff are always very supportive of me"

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?	5 - Very 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

The people who attend this service prefer to be known as 'members' and not service users. Therefore, member is the term we shall use throughout this report.

From observing staff interactions with individual members, we could see that people trusted and were very relaxed around staff. People told us they felt able to share their worries and seek advice when required.

One person told us how staff had made additional time for them when they had a particularly difficult situation to deal with and how this had greatly helped them.

We observed staff to be very respectful in all their interactions with members.

Some members were part of a members' forum where all aspects of service development were discussed. It was clear from minutes of these meetings that everyone's views were valued, and people were actively encouraged to participate.

Some forum members had participated, after training, in recruitment of staff which reinforced members shared ownership of the service.

From speaking to members and staff it was clear that the service was particularly good at supporting people who lacked confidence or had found themselves socially isolated for a variety of reasons. Some people no longer attended the centre at all but instead now preferred to be supported within the community to participate in activities of their own choice. Others although still attending the centre, were now able to participate in some community activities with little or no support which demonstrated how much their confidence in their own abilities had grown.

People were able to access a variety of activities either within the centre or within the community. Woodwork, computers, art, storytelling and alternative therapy could be accessed in the centre. In the community people attended the gym, swimming, cinema, community events and/or met to have lunch or dinner out. With staff support people were able to widen their friendship circle and lead a more active and socially engaged life.

Some of the members were also being supported by other organisations or specialist health services. The service encouraged people to attend health appointments and stay engaged with other agencies. This was particularly helpful for people who lacked confidence or had found themselves socially isolated with possible consequent periods of depression.

We spoke to four people who had attended the service on the day we visited for complimentary therapy. Each of them told us how much they looked forward to these sessions as it improved their sleep pattern and generally helped them relax. This was particularly important for people who had neurological conditions which affected their health and wellbeing.

We noted that the service was still awaiting a response from their headquarters as to whether they could have a contract to get help to maintain their computer equipment some of which was not working properly. Some of the members we spoke to said they attended the computer classes as they did not have computers of their own.

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?

5 - Very Good

Due to staff secondment and staff changes the service had not been running fully staffed for several months. In order to focus on the people who use the service, the manager advised that support plans and related

documentation were not as up to date as they would have liked. They expected to be fully staffed shortly and staff would have more time on support plan documentation.

The forum had been made aware that the service had been short-staffed but members we spoke to were insistent that this had not in any way affected their access to activities and outings. They praised the staff for their hard work during this difficult time.

Everyone who wished to attend the service were actively engaged in developing a support plan that best meet their needs. Each person met with their link worker to discuss progress and/or any concerns people may have. They were also free to meet with any other staff member, including the manager should they wish.

We liked that most people had a one-page summary of their support needs, preferences, likes and dislikes. The ones we looked at seemed to marry quite well with some of the people we met.

However, from speaking to people and to staff it became clear that not all the information contained within the support plans or one-page summaries was up to date. For example, people had been supported to develop new skills and coping mechanisms that they may not have had when they first started to attend. One person told us how much staff had helped them lead a more fulfilling life, but this was not reflected in their support plan.

It is important that for plans to be useful that they are kept up-to-date and reflect where the person is at, at any point in time, and outline what further progress they would like to make.

The service needs to evidence that it is meeting the national health and social care standards and is person-centred and outcomes focused. Documentation should better reflect the good work and progress they are supporting people to achieve.

We have confidence that the service is aware of the work they need to undertake to improve their care planning and given time will make the improvements required. We suggested that as there had been a recent change of management this might be a good time to undertake a review of their operations and the manager agreed.

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	6 - Excellent
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?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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