

East Renfrewshire Dementia Services Housing Support Service

Kirkton Service
Room G76, Barrhead Health Centre
213 Main Street
Barrhead
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Telephone: 0141 881 2076 / 0141 643 9517

Type of inspection:

Unannounced

Completed on:

26 February 2020

Service provided by:

The Richmond Fellowship Scotland
Limited

Service provider number:

SP2004006282

Service no:

CS2012310841

About the service

This service registered with the Care Inspectorate on 25 January 2013.

East Renfrewshire Dementia Services is part of The Richmond Fellowship Scotland (TRFS). TRFS is a charitable organisation providing services for people who live with mental health difficulties, learning disabilities, autism, dementia and alcohol-related difficulties.

The East Renfrewshire Dementia Services is based in Barrhead and offers care and support to service users, with a diagnosis of dementia throughout East Renfrewshire. Care and support is provided either in the service user's home or out in the community.

The aims and objectives of the service include:

'We will support you and those around you to understand your diagnosis of Dementia and to cope with life changes. We will help and enable you to make informed choices and decisions along with those people important in your life, by ensuring you have access to relevant information. We will help you identify and work towards your desired outcomes'.

What people told us

Prior to the inspection we sent out questionnaires and we received 16 completed forms. During the inspection, we spoke to the relatives of 11 people the service supported. We also spoke to one person they supported individually and joined in a 'Singing for the Brain' group with eight people they supported. Feedback was extremely positive and indicated to us that people experienced an excellent standard of care and support. Comments included:

- I can't praise them enough....they are wonderful.
- Staff that visit come up with fresh ideas to try.
- Everyone is very approachable.
- Staff are all excellent, chatty and lovely.
- My relative's face lights up when they arrive.
- Staff always have time to ask how I'm feeling too.
- Service is fantastic, it's a lifeline for us.
- I don't know where I'd be without them.

Self assessment

We are not currently asking services to submit this.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

People who experience care should be accepted and valued whatever their needs and be treated with dignity and respect. Everyone we engaged with as part of the inspection, told us that all staff were very respectful, knowledgeable and understanding of their diagnosis of living with dementia. They also told us how cheery and fun they were, which brightened up their relative's day. We observed some staff interaction with the people they supported and found this to be the case too. Many families told us that they felt that if it wasn't for the excellent and varied stimulation from the service, then their relative's dementia journey would have excelled leading to a quicker decline in their cognitive function.

When people have the opportunity to be active, remain part of their community and participate in a range of recreational, social, creative and physical this ensures they get the most out of life. The service excels in supporting people with these areas of their lives. The service continued to deliver their 'Singing for the Brain' group three times per week, which people spoke very highly about. We joined one of these groups and observed the high levels of wellbeing that participants experienced and how expert the staff were in facilitating this. They also continued their invaluable intergenerational work with a local secondary school, which people told us they really enjoyed taking part in. This was an excellent two-way initiative as not only did the people they support benefit from the enthusiasm of youth, but were made to feel a valued member of society, as they were listened to regarding their past life experiences and this information was then used as a focus for each project.

We heard about new initiatives since the last inspection. This included, fundraising to buy 'Silent Disco' headphones which were getting used with people individually at home or within groups; and forming links with a local care home to use their cafe and cinema facilities. The service had evaluated this for each person which demonstrated the excellent outcomes for people. At the last inspection, the service had just secured 'creative breaks funding' from Shared Care Scotland and we heard from people they support and their families how this had been put to very good use, by providing opportunities to socialise both individually and as a family, while being supported by staff, to experience theatre events that they would otherwise not have done.

We spoke to staff and sampled training records and found that staff were very well supported by the provider, through an initial induction programme, followed by a comprehensive on going training programme. In addition to the annual training programme, since the last inspection five staff had completed a 'Best Practice in Dementia' course in conjunction with the Dementia Services Development Centre. Relatives we spoke with did not have any concerns about individual staff skills and several told us that staff had spent time with them, to help them understand dementia and support them as carers.

People should be confident that their support plans give clear direction on how to deliver their support and that they are reviewed at least every six months, or when there are any significant changes. They and their families should be involved in this process. We sampled support plans and found them to be very individual to each person and gave a real sense of what was important to them. Outcomes were clear to see and agreed by the person and/or their family. We heard that the agreed support was very flexible, and that staff were always coming up with new ideas to try and work hard to find what worked well for each person and to tap into previous interests.

What the service could do better

We did not find any significant areas for improvement during our inspection.

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	
5 Dec 2018	Unannounced	Care and support Environment	6 - Excellent Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 6 - Excellent
9 Mar 2018	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 5 - Very good
7 Sep 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
1 Jul 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
29 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
15 Aug 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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