

Barra Day Centre Support Service

Barra Day Centre
Castlebay
Isle of Barra
HS9 5XD

Telephone: 01871 810 886

Type of inspection:
Announced (short notice)

Completed on:
28 November 2019

Service provided by:
Comhairle Nan Eilean Siar

Service provider number:
SP2003002104

Service no:
CS2003009719

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

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

Barra Day Centre service is provided by Comhairle Nan Eilean Siar.

The people who use the service live in the community and access the support service at a frequency to meet their assessed needs. The service is registered to provide support Monday - Friday to a maximum of 16 persons per day.

The aims and objectives of the service is to provide a high quality day service supporting adults with varying needs, promoting equality, independence and respect for the individual.

The service aims to reduce social isolation and encourage social stimulation allowing those who attend to maintain and develop their daily living skills through a varied recreational programme and respite for their carers.

The day centre uses a designated room in the Lews College building in Castlebay that offers a kitchen area and is used for activities and dining together.

A number of the people who use the service visit and work at Garadh (SCIO), "Garden" in Gaelic, known to the locals as "the polytunnel" and the Thursday café. The Garadh is located in the Northbay area of the island.

There is sufficient parking for cars and the bus at the church hall and Garadh polytunnel to permit the community to visit and purchase handmade goods, plants or eat the produce prepared and served at the Thursday café. All monies raised are reinvested for the people who use the service and the wider community.

At the time of our inspection a new building to house the service was under construction adjacent to the Garadh.

What people told us

During the time of our inspection the service supported 11 service users of whom 3 also received support in their own home. We spoke to 6 service users and received 3 completed questionnaires from service users and 5 from staff members.

Overall people were very happy with their support. They felt the quality of staff was very good and that the service met their needs and communicated well with them.

Examples of what service users told us were:

- 'It's excellent. The people are so nice and kind. We get a good laugh out of it. It makes a great difference to my life, as it gets me out of the house. I take part in anything that's going on'.

- 'It's great. I like coming here very much. It's great to come out and meet other people and also people from all over. There are always lots of things to do. I love it'.
- 'I like going to the day centre. It's always fun. It's great to meet people and get out. I like the garden best.
Always something to do'.
- 'The service is going really well. I get on great with the people I work with. The service has been the most excellent time for me'.
- 'I love it here. Everybody does. It's a great place to come to and everybody is well looked after'.
- 'We do many different things. We get a lot of choice and can do things we like. The difference the service makes to me is amazing. It helps me to get out of the house and meet others. I couldn't do that otherwise'.
- 'I enjoy coming to the day centre . I have never felt unhappy with the service. I like the routine and how things work. I would not recommend any changes to the service'.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We were impressed by the range of excellent outcomes experienced by people using Barra Day Centre. The feedback we received from people and our observations during this inspection showed how much people valued the service and demonstrated the positive difference the service made to people's lives. People were treated with warmth and compassion by a staff team who held excellent values.

People experienced very positive outcomes in their day-to-day life. Staff were innovative in widening opportunities for people to gain different experiences. The service very much ensured that people were involved in an activity that promoted their individual abilities, confidence and preferences. A service user

said: 'We do a lot of different things. We have got a lot of choice and can do what we like to do. The difference the service makes to me is amazing'.

A particular strength of the service was the very high degree of integration and co-operation with the local community. Staff were supported by a number of highly motivated, skilled and experienced volunteers and service users were fully integrated into the adjacent community gardens (locally known as the poly tunnels). This enabled service users to maintain and build meaningful connections with their community. Several service users we spoke to pointed out how much they benefitted from regularly meeting such a number and variety of people. This also included successful inter-generational work. Local school children regularly worked with the service users in the poly tunnels and service users also went to work with the children in the school garden.

We spent time with service users during a typical morning at the day centre. The atmosphere was relaxed, warm and welcoming. Everybody was active and busy with purposeful tasks. There was a strong sense of everybody working together, irrespective of if they were staff, service users or volunteers. Every activity took into account each service user's abilities and interests, but also gently supported people to maintain existing skills and gain new skills. This meant that service users had a real sense of purpose and felt valued and confident about their contributions. Staff also ensured that there was a very good mix of busy activities and relaxed socialising, like the communal breakfast.

Activities were purposeful and produced real value for the community. Service users were involved in producing plants to sell on or food products, like jams, pickles. Others were involved in setting up and running a community café that served food to people from the island and visitors from far beyond.

We saw evidence of management listening to feedback and taking action to improve people's experiences. An excellent example for this was the service's approach to enable service users to participate in a full and detailed review of their care and support plans. Service users who were able and interested to do so were supported to write their own daily care diaries to help evaluate their care and support plans. This ensured meaningful involvement and participation of service users and ensured that care plans effectively supported good outcomes for people. A service user told us: 'I am very involved in my care plan and review it regularly with my keyworker. If anything needs to be changed, then I can say that'.

Service users' care and support plans and risk assessments were detailed, up to date and outcome focussed. Care plans and assessments were set up, reviewed and audited with a high degree of involvement by the service users. This ensured that their opinions mattered and that their feedback was taken on board. There was very good sense of involvement and participation throughout the service that supported people's rights and supported good outcomes.

Staff were a strong asset of the service. The team was very motivated and enjoyed high morale. There was a very good mix of experienced workers and volunteers, giving a balance of skill sets, experience and ideas. There was no use of agency or unfamiliar staff, and people told us they appreciated the consistency and positive relationships within the team. Staff members benefited from a robust training programme. Training courses were relevant and promoted good practice. Training records and plans were up-to-date and staff told us that learning and development was an important part of service culture.

What the service could do better

We encouraged the service to continue their development as a sector leading provider via their ongoing service development plan and with as much involvement of service users and families as possible.

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
27 Sep 2018	Unannounced	Care and support
		Environment
		5 - Very good
		5 - Very good

Date	Type	Gradings	
		Staffing	Not assessed
		Management and leadership	Not assessed
20 Mar 2018	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
29 Aug 2016	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
18 Aug 2015	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
8 Jul 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
21 Aug 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
29 Aug 2012	Announced (short notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
7 Jul 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
21 Aug 2009	Announced	Care and support	5 - Very good
		Environment	4 - Good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Nov 2008	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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