

## with YOU Pleasance Day Centre Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
26 July 2023

**Service provided by:**  
withYOU

**Service provider number:**  
SP2004005200

**Service no:**  
CS2003055527

## About the service

With YOU Pleasance Day Centre is a support service for older people that provides support within a Day Centre for up to 12 older people at each session. The service is currently available on Wednesdays, Thursdays and Fridays.

The Day Centre is situated in the old town of Edinburgh, close to several bus routes as well as local shops and amenities. The premises comprised of a large lounge, dining area, quiet room, kitchen, toilet facilities and an office. Transport to and from the centre was provided by the services vehicle. The centre was staffed by a registered manager, senior support worker and two support workers.

## About the inspection

This was an unannounced inspection which took place on 21 and 24 July 2023. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included:

- previous inspection findings
- registration information
- information submitted by the service
- intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with eight people using the service and five of their family members
- spoke with three staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- The day centre had a warm, relaxed, fun atmosphere.
- People told us they enjoyed attending the day centre.
- Families told us they felt the service was very valuable and helped people get the most out of life.
- Areas of the building were in need of refurbishment.
- There was a full complement of staff who were working through induction, with strong management and leadership.
- Staff enabled people to be included and participate in meaningful activities.
- The service needed to improve the quality of record keeping and reviews.

## 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?	4 - Good
How good is our leadership?	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?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

We observed warm, fun and enabling interactions between staff and people who used the service. Staff were sensitive to people's individual needs and circumstances and interactions were observed to be supportive and discreet. People and their families made very positive comments about their experience and clearly enjoyed their time attending the day centre. Comments included: "it's so nice to be somewhere where you feel you belong", "It's fabulous", "I can rely on the service, it's extremely valuable", "the staff are amazing", "my [loved one] feels so valued there and included", "if it wasn't for this service, I don't think my [loved one] would be able to stay at home", "my [loved one] always has a smile on their face after being at the centre". This meant that people experienced warmth, kindness and compassion in how they were cared for and supported.

People told us they enjoyed the range of activities on offer. Staff were inclusive in their approach, ensuring no-one was left out and everyone was engaged in a way that worked for them. Most of the activities were based in the centre. The service had experienced staffing shortages which had limited the range of activities on offer. There was an enthusiastic new staff team in place, who were keen to develop a wider activities plan, in full consultation with people using the service. This meant that people experienced a service that was inclusive and engaging.

Staff had a good understanding of their adult protection responsibilities which supported promoting people's welfare and wellbeing. People and their families told us they appreciated the sensitivity and attention staff had afforded them. This meant that people were supported to feel safe and secure in their local community.

People enjoyed a positive lunchtime experience within the centre. Tables were nicely set and arranged in a way that encouraged interaction and conversation. People enjoyed their lunch and were consulted about meal choices. Further improvements were planned to extend the choices available to suit people's individual preferences. We signposted the service to best practice guidance available on the Care Inspectorate website regarding eating well. The service was keen to incorporate this into their development plans.

The communal lounge and dining areas were bright, clean and welcoming. The service had plans to improve cluttered areas with new storage, which would positively enhance the environment. Other areas of the centre were in need of redecoration or upgrading (see area for improvement one). The service were aware of the areas needing attention and were keen to make improvements. This meant that the service was committed to providing an environment that was well looked after with clean, tidy and well maintained premises, furnishings and equipment.

The service knew people well, including their likes, dislikes and preferences. People were achieving positive outcomes as a result of the service. There was an electronic recording system in place, however it was not being used to its full potential and a lot of important detail and evidence was lacking. The service was aware of this and were actively working to improve.

## Areas for improvement

1. To support people's health and wellbeing and improve their experience of care, the provider should ensure bathroom, quiet room and kitchen facilities are redesigned/ refurbished. This should include developing a specific environment improvement plan that is collated in collaboration with people, their families and staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'The premises have been adapted, equipped and furnished to meet my needs and wishes' (HSCS 5.18) and 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24).

## How good is our leadership?

**4 - Good**

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

The service had experienced significant challenges with staffing throughout the pandemic. The provider worked flexibly and creatively to ensure people received a good quality service despite the challenges and should be commended for this. The service had recently appointed a full staff team for the centre and were working to induct and develop the team. Staff spoke positively of their experience so far and found the manager to be encouraging, approachable and supportive. There was a sense of excitement regarding the future plans for the service and to raise standards to where they had been previously.

There was good evidence of the meetings staff were having with the manager during their induction. Team meetings had restarted and staff were encouraged to bring new/fresh ideas. Staff had started to complete their mandatory training and were complimentary of the topics and process. Whilst these were positives, the staff team were new and still developing. The manager had a good oversight of the service to provide consistency during this period.

Record keeping was an area that needed to improve. Whilst daily notes recorded details of support provided, accompanying records, for example incident/accident reports and complaints logs were not in place. We were confident that appropriate actions had been taken, however we asked the service to ensure appropriate evidence was recorded (see area for improvement one). The manager was aware of this and had plans to rectify any shortfalls.

The management team were clear on the direction of the service and areas that needed to improve, however there was not a formal service improvement plan in place. We asked the service to conduct a full self-assessment and compile an improvement plan in consultation with people, their families and staff. We signposted the service to guidance held on the Care Inspectorate website to facilitate this work (see area for improvement two).

## Areas for improvement

1. To keep people safe and promote their wellbeing, the service should implement incident/accident and complaints logs. These should include a detailed account of the incident/accident/complaint, reflective practice, actions taken and detail of any improvements made.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

2. To further improve people's confidence in quality assurance systems, the service should conduct a self-assessment and produce a formal service improvement plan that is regularly accessed and updated, involving people, their families and staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11); and 'I can be meaningfully involved in how the organisations that support and care for me work and develop' (HSCS 4.6).

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

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

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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