

Blairgowrie Day Opportunities Support Service

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Type of inspection:
Unannounced

Completed on:
10 August 2023

Service provided by:
Perth & Kinross Council

Service provider number:
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Service no:
CS2003009734

About the service

Blairgowrie Day Opportunities is a community based service that serves the Blairgowrie and Strathmore areas. It offers a range of services and activities for adults with a learning disability, who require support with different aspects of community life. The aim of the service is to support people to realise their potential through various learning opportunities. These are provided through educational, sporting, creative, social, leisure and employment opportunities. The service operates from 8:45 to 16:00 on Monday through to Friday.

About the inspection

This was an unannounced inspection which took place between 7 and 10 August 2023. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service, and intelligence gathered since the last inspection. In making our evaluations of the service we:

- reviewed documents
- spoke with six family members
- spoke with staff and management and observed practice
- spoke with and observed people using the service.

Key messages

- People attending Blairgowrie Day Opportunities received a high quality service.
- Both staff and management knew the people they supported very well.
- Staff recognised people's changing health and social needs and shared this information with the right people.
- People were respected and listened to and their wishes and preferences shaped their support.

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

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| How well do we support people's wellbeing? | 5 - Very Good |
| How good is our staff team? | 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

We found significant strengths in the care provided and how the service supported positive outcomes for people. We therefore evaluated this key question as very good.

We observed positive, fun and enabling interactions between staff and people who used the service. Staff were sensitive to people's individual needs and circumstances, and engaged well with them. Relatives we spoke with were positive about their family members' experience and we saw that people were treated with dignity, respect and kindness.

There was a range of activities taking place both in and outwith the centre. The service provided appropriate structure and stimulation and people chose how they wished to spend their time. People told us they enjoyed the activities on offer and it was evident that service users were involved in decision making. Staff were inclusive in their approach, ensuring that no-one was left out and that everyone was engaged in a way that worked for them. This meant that people's rights were respected and that independence and choice were promoted and upheld.

The building was clean, welcoming and well maintained. There was a large communal area and smaller additional rooms that enabled people to participate in activities of their choice. There was also a 'snoozelan' area which was used for therapeutic purposes. This provided a safe, quiet and comfortable space to relax in, and also helped reduce symptoms of stress and distress that people may experience.

We found that there was a consistent and stable staff team in place, who knew people's likes, dislikes and interests. Staff received training appropriate to the needs of people using the service and used evidence based strategies to manage specific behaviours. This meant that people received effective and person centred care. This was also evident in the activities on offer and how people were supported to participate.

Each person attending the service had a personal plan. These contained information on their interests, hobbies, health needs, areas of risk and transport requirements. Family members were involved in these to identify who and what was important to their loved ones. Risk assessments were in place to minimise risk and maintain safety. This meant that staff had sufficient information to ensure good outcomes for people. Support plans were reviewed and updated regularly and family members told us that they were involved in discussions and reviews of their relatives support. .

We saw that there were protocols in place to manage the safety of service users to and from the centre. A revised medication policy supported the safe handling of medication and helped ensure that people received their medication at the right time. This helped promote people's health and wellbeing.

How good is our staff team?

5 - Very Good

People should be able to have confidence in the staff who support them. We made an overall evaluation of very good for this key question. There were several important strengths that had a significant and positive impact on people's experiences.

All staff had been interviewed, had employment references and Protection of Vulnerable Group checks. In addition registration checks with professional bodies were undertaken. This meant that people could be confident that staff had been recruited safely.

Staff had good access to training through the Perth and Kinross health and social care partnership, this ensured that staff developed and maintained their knowledge and skills. There were regular audits carried out in relation to infection prevention and control (IPC), this ensured that high standards were maintained and people were kept safe.

People benefitted from support being provided by a small staff team who knew them well. We witnessed a staff team that was motivated, worked well together and was committed to ensuring positive outcomes for people using the service. Staff spoke positively of their roles and told us that the manager was encouraging, approachable and supportive. There was a good ratio of staff to service users and the retention of staff was good. People using the service benefitted from continuity and consistency and could be assured that they would be supported by staff who knew them.

We saw staff interacting with service users, using appropriate humour and banter, which people clearly enjoyed. Staff had a good understanding of adult protection responsibilities, they were knowledgeable in their role and their engagement and interaction with people using the service, demonstrated an awareness of people's individual circumstances. Staff recognised changing need and information was shared appropriately both within the wider staff team, with relatives and where appropriate allied professionals.

The management team had good oversight of the service and both they and the wider staff team were keen to develop the activities available in consultation with people using the service. This demonstrated a drive to improve and meant that people experienced a service that was inclusive and engaging.

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

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| 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 |
| 1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure | 5 - Very Good |

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|---|---------------|
| How good is our staff team? | 5 - Very Good |
| 3.1 Staff have been recruited well | 5 - Very Good |
| 3.2 Staff have the right knowledge, competence and development to care for and support people | 5 - Very Good |
| 3.3 Staffing arrangements are right and staff work well together | 5 - Very Good |

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