

Strathmore Day Opportunities for Older People Support Service

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Unannounced

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Service provided by:
Perth & Kinross Council

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About the service

Strathmore Day Opportunities provides flexible responsive community-based day care for older people. The service is based in the Adult Resource Centre (ARC) in Blairgowrie.

Strathmore offers community group activities and individual support to enable older people to participate more fully in their community and to maintain or develop interests and activities. The service links in very closely with community groups and partner agencies to consider the needs of the local area.

Strathmore can offer support to those caring for their relatives and encourage them to maintain their own life, interests and overall well-being. Some of the people who use the service are living with dementia and the service is well placed to offer carers support and guidance.

Since the last inspection, Strathmore has moved base from Harriet Court Sheltered Housing into the adult resource centre. Blairgowrie Day Opportunities for younger adults with learning disabilities also use this centre as their base. Both Blairgowrie and Strathmore day opportunity services now have the same manager and we could see how this had enhanced the development of Strathmore to be a flexible and progressive service.

The provider of the service is Perth and Kinross Health and Social Care Partnership.

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 this 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:

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

Key messages

- Engagement with service users were value based and person centred.
- Service users were consulted and chose how they spent their time.
- The management team had very good oversight of the service.
- Staff were warm, kind and respectful of people's wishes and choices.

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 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 'snoozelen' 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 Groups 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

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

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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