

Grianan Resource Centre Support Service

Westview Terrace
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Type of inspection:
Unannounced

Completed on:
2 April 2026

Service provided by:
Comhairle nan Eilean Siar

Service provider number:
SP2003002104

Service no:
CS2003009717

About the service

Grianan Resource Centre is operated by the local authority Comhairle Nan Eilean Siar and is registered to provide a day care support service to a maximum of 44 adults and older people with learning disabilities, mental health problems and physical and sensory impairments, of which 24 can attend Grianan Day Centre and 20 can attend the satellite Carloway Day Centre.

The service operates Monday to Saturday between 8am and 5pm. The service provided transport for those who require some support to get to the service and community based activities.

The service is based in the main town of Stornoway on the Isle of Lewis and the satellite service at the community centre at Carloway, 24 miles away. Grianan is close to a range of local amenities and people who use the service have good access to these.

The aims of the service included:

- to actively involve people as far as possible
- to work in partnership with other agencies and carers
- to work in a holistic and consistent way, promoting a partnership approach which supports and encourages appropriate communication.

About the inspection

This was an unannounced inspection which took place on Tuesday 31 March at 08:30. 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 3 people using the service and 7 of their family
- spoke with 7 staff and management
- observed practice and daily life
- reviewed documents
- spoke with 3 visiting professionals

Key messages

- Staff were well supported by management, through regular supervision and access to training and working relationships were good.
- The setting promoted people's independence and people benefitted from an environment which was pleasant, clean, and well maintained.
- People's support plans were person-centred, detailed, up to date and regularly audited.
- The service manager was committed to ongoing improvement.
- People's health and well-being benefitted from having access to a range of structured, skilfully delivered activities.
- Relatives spoke positively about the service, and the care and support their loved ones received.
- Staff had built good relationships with people, their families and external professionals.

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
How good is our setting?	5 - Very Good
How well is our care and support planned?	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 aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People and their families felt safe when attending the activities and we saw kind and caring interactions between staff and the people they support. Care and support was delivered in a person-centred way because staff knew people's needs, aspirations and concerns well and had built positive professional relationships with them. Staff were committed to supporting people to engage in activities they enjoyed and live the best life they could. People experienced support that promoted their health, wellbeing, independence, dignity and respected their choices.

Families and people in receipt of the service trusted the staff and were confident that any issues or concerns would be dealt with and resolved quickly. Everyone told us that staff had the skills and understanding to support them appropriately. People told us:

"Yes, I like it here."

"I like everything here."

Activities were carefully designed around people's individual outcomes, to encourage social engagement, cognitive stimulation and physical exercise within a therapeutic environment and to enjoy themselves. This meant that people were encouraged to choose how they spend their time and benefit from maintaining and developing their interests and what matters to them. Relatives told us:

"It's just the way they are with service users, absolutely amazing."

"It's an overall enthusiasm and lightness about the place."

Staff were knowledgeable and responsive to people's changing health needs and closely monitored their needs. This meant that people were respected and listened to because their wishes and preferences were used to shape how they were supported. Staff had developed good working relationships with external health professionals and social work professionals. Where there were people potentially at risk, this was responded to in a timely and appropriate manner, and there was good interagency working. The service worked in a way that respected people's rights whilst striking a balance of also ensuring their safety.

There were systems in place to identify any risks to people's health and wellbeing, and risk assessments were regularly reviewed and audited for accuracy and clarity of content. Meals at lunchtime were of good quality, nutritious and enjoyed by people. All efforts were made to offer choice where possible and ensure people's dietary preferences were considered and ensure that mealtimes were unhurried. This meant that people could enjoy their food in a relaxed atmosphere and have the required support to enjoy their meals.

We saw that staff received training in key areas of practice. There was regular direct observation of staff practice across the range of practice areas including medication management, moving and handling and infection prevention and control. This meant that people and families could have confidence that their health and wellbeing directly benefitted for the quality of staff practice. We saw robust medication

management systems in place, which were regularly audited. This meant that people were getting the right medication, at the right time.

How good is our staff team?

5 - Very Good

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

We saw evidence of close and effective team working and ongoing communication between staff and the management team. The manager and senior staff had an active presence within the service, and this ensured that the management team were able to monitor service operations and staff practice and identify problems or concerns as they arose. The manager and senior staff operated an 'open-door' policy which encouraged staff to approach and seek advice where needed. Staff described feeling listened to and felt comfortable raising any issues. This meant that people using the service and staff benefited from a warm atmosphere because there were good working relationships. Staff told us:

"The manager listens to us, and we work as a team."

"I love being able to put things in place to help people fulfil their lives, that's the part of the job that I love."

Staff had opportunities for regular training and management used tracking and audit systems to ensure that, where staff were falling behind on their training, management were able to address this proactively. Newly appointed staff had received a good induction, which meant they were confident when supporting people, and benefitted from mentoring from more experienced staff. This approach contributed to improving outcomes for people and encouraged effective communication between staff.

Staff said they found supervision supportive and helpful in their work. We saw evidence that reflective discussions took place and sessions covered a range of relevant topics. We saw that direct observations of staff practice take place which support practice improvement and directly benefit people. Regular staff meetings were held which promoted effective communication and enabled staff to be responsive and aware of changes in people's health and wellbeing. People can have confidence that their staff are safely recruited. Appropriate processes for recruitment and checks for suitability for a care and support role were undertaken.

How good is our setting?

5 - Very Good

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

Relatives, staff and external professionals spoke positively about the facilities, and it was clear that people benefited from facilities that met their needs. The setting was bright and welcoming and there were extensive art creations by people using the service which helped to create homely and welcoming atmosphere. Whilst some areas of the building had signs of 'wear and tear', there was a robust system in place to identify potential risks and agree actions for remedial work. This meant that people benefited from being in a safe, comfortable and appropriately stimulating environment.

The environment was clean and fresh and routine maintenance was carried out promptly. We saw evidence of good infection prevention and control practice with hand-gel dispensers and personal protective equipment available throughout. Facilities included a range of large and smaller spaces which were clean,

and accessible. There were accessible toilets with showering facilities, and these were kept clean and tidy. The service had a charity shop, a café, a hydro-therapy pool and gymnasium which provided a range of valued activities for people. This promoted social interaction and inclusion. Staff supported people to move to quieter spaces where this was needed. Dining and rest areas were pleasant and external areas supported recreational and gardening activities for people.

People had access to appropriate equipment, including single use equipment, which promoted their independence and comfort. The setting had relevant safety certificates, and we saw that equipment is properly installed, used, maintained, tested, serviced and replaced. Staff were trained to use equipment and directly observed to assess competence. This meant that facilities promoted people's safety.

There was regular testing and maintenance of fire safety equipment and systems and a fire risk assessment was in place. Staff and people using the service know what to do in the event of a fire. We saw detailed cleaning schedules, including deep cleaning, covering all areas of the building. Quality assurance systems were robust in regularly checking the quality of the environment. This meant that people benefitted from being in a safe and well-maintained environment.

How well is our care and support planned?

5 - Very Good

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

Support plans were detailed, regularly reviewed and used person-centred language that clearly demonstrated the individual's unique likes and dislikes. This included strategies on how staff safely supported and responded to people in a crisis. Staff anticipated people's needs and were able to identify changes in health and reported concerns to managers. Risk assessments were current and accurate and supported staff in developing a clear understanding of each person supported by the service. Daily recording was detailed, linked to support plan outcomes and subject to regular audit. People benefited from support plans that were regularly evaluated and updated, and which took account of their own individual preferences and wishes. This meant that support planning ensured that people were receiving the right care at the right time.

We saw evidence that peoples' personal plans were reviewed and updated twice yearly. Relatives and professionals told us they had been fully involved in decisions about their current and future care and support needs. Families and people attending the service benefitted from being meaningfully involved in the support planning process. This meant families were fully involved in shaping and directing people's care and support. A relative told us:

"I feel very comfortable bringing up issues at the reviews."

External professionals described the service as proactive in working for the most positive outcomes for people. External professionals told us:

"They are committed to regular, well-organised reviews."

"Support plans reflect people's needs and identified outcomes."

This meant the service was recognised for working collaboratively and communicating frequently with relatives and professionals.

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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