

McClymont Resource Centre Support Service

Gallowhill Road
Lanark
ML11 7NZ

Telephone: 01555 666782

Type of inspection: Unannounced
Inspection completed on: 6 September 2016

Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2003001348

About the service

McClymont Resource Centre is a support service for older people, which is owned and managed by South Lanarkshire Council. It is purpose built, and provides an attractive and comfortable environment for service users.

The service operates seven days each week, and provides a service to frail, older people and to people who have dementia. The service is registered for a maximum of thirty two service users.

The service's aims are described as being the provision of a flexible, stimulating and supportive environment, which forms part of a care package designed to maintain service users in the community.

What people told us

For this inspection we received the views from twenty of the forty six people using the service:

People we spoke with said:

- "We are very happy coming to the day centre and staff were very good and there was lots to do and we would be playing dominoes this afternoon. One lady said she couldn't eat the chips and one other lady said she didn't like the corned beef".
- "The service is great, super, fabulous, everything is hunky dory, they couldn't do anything any better, staff are good too. They do a fantastic job".

Ten people who use the service completed care standards questionnaires. All strongly agreed or agreed that they were happy with the quality of care and support given.

We received the following comments in the completed questionnaires:-

- 'The centre is tastefully decorated and the seating is comfortable. I am happy in the surroundings. I feel safe because I know there are carers around if I am in any difficulty. They are most helpful. I am treated with respect and if they see me requiring help they are there for me. Nothing is any problem to the staff. I would take any concern or complaint to the person in charge'.
- 'I had input into my care plan which informs the staff of my likes and dislikes. There are regular reviews. The staff encourage me with exercise and movement. I have gained in confidence whilst at the centre and will now give an opinion if asked. The environment feels well run and makes me feel safe. The staff look after my needs and treat me well. I am well looked after and really enjoy my time at the day centre.'
- 'Staff provide meals which suit my diet. There are regular reviews. We are very well looked after, we are encouraged to take part in exercise of body and brain, not treated as unable to take part. A happy place. The staff are very helpful if any of us have a problem health wise or mentally upset. The staff are very caring and helpful, there is no feeling of being treated as an elderly person with no brain left. The staff do not rush us and some one will take the time with any who need comforting in any way. They will help us when we have any problem. If I had a concern I would ask staff to have a talk with me which we do away from other service users. The standard of service amazes me. We are so well cared for from being picked up to arriving back home. A very great service for

the elderly'.

- 'I am able to go out and meet people. I feel safe and can ask for help when needed. Staff are very friendly and helpful'.

Three relatives returned completed care standards questionnaires.

People spoke very highly of the service their relative receives, for example:

- 'Support plan updated and reviewed regularly. Activities are varied according to choices. Staff give guidance and encouragement. Surroundings are pleasant and comfortable. Staff are always available to give guidance and assistance when necessary. Staff are conscientious and friendly. My views are listened to and acted on, if I had any concerns I would tell the carers or the manager. I am happy with the service'.
- 'All staff extremely helpful. Treated as an individual involved in decision making. Staff are exceptional they are very patient and cheerful. If I had a concern I would go to the provider or the Care Inspectorate. The centre goes above and beyond their duty of care. My relative feels completely safe, enjoys the company and range of activities. Overall, this service has allowed my relative to remain in their own home'.

Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider. The provider identified what it thought the service did well and gave examples of improvements in care planning and supervision and appraisal. The self-assessment clearly identified some key areas that the provider believed can be improved and showed how the service intended to do this. The provider told us how the people who used the care service had taken part in the self-assessment process and how their feedback directed the development of their plans for improving the service.

From this inspection we graded this service as:

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

What the service does well

The service continues to provide very good outcomes for people who use the service, for example regularly going shopping, supporting people to visit the bank.

We observed a range of activities which promoted people's emotional, physical and mental well-being.

We observed very good interaction between staff and people who use the service. We saw staff using information from people's lives to engage in meaningful discussion and interaction. Staff were very respectful to people and offered them choices throughout the day.

People were relaxed and enjoying themselves throughout the two day visit and there was lots of laughter. We saw that people had their walking aids at hand which promoted independence and mobility.

People spoke very highly of the staff and the service they received.

Staff spoke highly of the training they received and said this supported them to do their job, they were confident in management. We observed that staff were skilled and knowledgeable and demonstrated very good practice throughout the inspection.

What the service could do better

The service has already identified the need to improve how they record the delivery of care. We welcome that the service has plans to move to a person centred outcome focussed care plan.

It was good to see that plans were in place to improve the way in which information is recorded in supervision and appraisal to a more reflective approach.

Staff meetings could be more regular. The meal time experience could be better.

Activities could be more tailored to individual wishes to improve peoples outcomes.

Staff would benefit from training in the administration of medication.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should ensure that all staff have the opportunity to attend staff meetings, have regular supervision and are asked for their opinion on how the service can improve.

(National Care Standards Support Services Standard 2: Management and Staffing Arrangements).

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
8 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Oct 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
14 Oct 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
11 Nov 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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