

Lesmahagow Neighbourhood Centre Support Service

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Type of inspection: Unannounced
Inspection completed on: 7 February 2017

Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2003001349

About the service

Lesmahagow Neighbourhood Centre is a day care support service for older people.

It is owned and managed by South Lanarkshire Council and is one of five similar services in the Clydesdale area. The centre is based in a council sheltered housing development in the centre of Lesmahagow. The service operates five days per week, Monday, Tuesday, Wednesday Thursday and Friday 9am to 5pm and provides support for up to twelve service users at any one time.

The service's stated aims are to 'provide as part of a care package, a flexible, stimulating and supportive environment, which enables service users to remain in the community.'

What people told us

We issued thirty-five Care Inspectorate questionnaires (CSQs) and received eight completed CSQ's before the inspection. Everyone who completed a Care Inspectorate questionnaire, or completed one on behalf of a service user, strongly agreed or agreed that overall they were happy with the quality of care and support this service gave them. Four indicated that they did not know they could make a complaint to the Care Inspectorate.

Where someone commented on specific things that they thought the service did well or were less happy about, we discussed this with the manager during the inspection.

People made the following comments:

- "The centre provides excellent care"
- "We discuss our relatives care plan at reviews but we don't have a copy of the plan, overall, we are very happy with the care our relatives receives especially since its refurbishment".

We spoke to two people who use the service during the inspection who made the following comments:

- "We are well looked after staff are really good. I enjoy the food and I get to choose what I want. We have been making paper roses for valentine's day which I enjoyed. I enjoy coming here".
- "The food is good and I enjoyed my lunch. Staff are really nice".

Self assessment

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under. The provider identified what they thought they did well, some areas for development and any changes it had planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

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

People who use the service and their carers continue to tell us they are very pleased with the level of care they receive and speak very highly of the staff and management.

People we spoke with were very happy in the service and spoke highly of staff and spoke positively of the range of activities they took part in and said they enjoyed them.

Staff had completed skilled dementia and outcome focussed care plan training.

It was really good to see the service had implemented 'stress and distress' practice and had stress and distress and dementia champions in place.

We found a range of health care professionals were involved in providing practical support and expertise to ensure people's health and well-being needs were being met. e.g. CPN.

Staff spoken with were skilled and knowledgeable in the support they gave to people who use the service to achieve positive outcomes, however, this was not recorded.

What the service could do better

We found that the care plans we saw were cumbersome, repetitive and not always person centred and lacked detail in some important areas e.g. life stories.

We were pleased to hear a new outcome focussed care plan was being developed and we look forward to seeing how that improves outcomes for service users .

The service was rolling out an improved system of appraisal, however, this has not yet been implemented and we thought progress was slow in this area.

It was not clear how staff were putting into practice the training on dementia to improve outcomes for people who use the service.

We found little evidence of meaningful reflective practice being developed. We found that the service has not yet implemented 'competency assessments' for staff although we were aware that plans were in place to address this.

The eating and drinking experience could be improved and specific details were discussed with the manager and senior during the inspection.

We signposted the service to The Caroline Walker Trust publication 'Eating well:supporting older people and older people with dementia' Practical guide for information and guidance.

The service has still to link life story work with individualised activities.

We have decided to leave the grades as they are at this inspection as the service was moving in the right direction and was able to demonstrate that plans were in place to address the issues identified at previous and at this inspection.

The provider should address the issues discussed during feedback and identified in this report if the grades awarded are to be sustained.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
2 Feb 2016	Unannounced	Care and support Environment Staffing
		5 - Very good 6 - Excellent 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
13 Jun 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
3 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 2 - Weak 2 - Weak
10 May 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
11 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
29 Jul 2008		Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 3 - Adequate

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