

## Meldrum House Support Service

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Telephone: 01355 574590

Type of inspection: Unannounced  
Inspection completed on: 5 June 2017

**Service provided by:**  
South Lanarkshire Council

**Service provider number:**  
SP2003003481

**Care service number:**  
CS2003001342

## About the service

Meldrum House Day Care Service was provided by South Lanarkshire Council and registered with the Care Inspectorate on April 2011. The day care service was registered to deliver support to twenty-four service users on a daily basis.

The Resource Manager was registered with the Scottish Social Services Council and was the registered manager for five day care services provided by South Lanarkshire Council. The day to day service delivered from Meldrum House was managed by the Senior Day Care Worker.

The service was delivered from a purpose built building full of natural light. The accommodation provided two large communal lounge and dining spaces and smaller break away rooms. The building also provided bathing and shower room with specialised equipment to meet individuals assessed needs. Some service users made use of the bathing facilities in the confidence that help is nearby should they require assistance.

To the front of the building there was sufficient space for car and bus parking, which transports the service users to and from their homes in the community. The provider maintains the upkeep of the exterior of the property. The members of the gardening group, and others who use the service were seen out planting and watering the flowers and feeding the wild birds. The lounge rooms provide patio doors for ease of access to the grounds and outside seating areas.

The support service was delivered seven days per week and available to a maximum of 24 persons daily. Recently the number of attendees has been variable and on certain days very low resulting in individuals having to be transported to a nearby day care service. This was to ensure individuals had a positive experience and fulfilling day at day care. Feedback from relatives through the Care Inspectorate Satisfaction Questionnaires regarding changes to Meldrum House service, quote:

"Only to ensure there are enough service users to make it more enjoyable, however recently there has been an increase in users"

"Increase number of service users attending Meldrum House. We can see a general trend of decline in the service. However we understand that funding is an issue and look forward to a more widespread review."

## What people told us

Through the eleven Care Inspectorate Satisfaction Questionnaires and conversations with the people who were present during the inspection, they told us that they were very happy with the environment, the staff and the activities available to participate in.

The service users and visitors said the Mad Hatters Tea Party, in aid of Dementia Awareness Week, was a "thoroughly enjoyable afternoon".

Everyone had participated in the Arts and Crafts group and had personalised their own pottery teacups and planted purple flowers in them for table decorations.

"I'm not an artist, painted my pot to match my flower that I planted in the teacup and will take it home"

"Service is good"

"Meldrum House staff go above and beyond to ensure my relative gets all the care he needs and the support they give me is like having extended family, we couldn't do it without them".

The Sporting Memories group was led by Alzheimer's Scotland staff and attended by 12 gentlemen. We were told by the group members that they enjoy the company and it gets them out of the house plus it also helps their family.

## Self assessment

The service was not asked to submit a self-assessment for inspection period 2017 - 2018.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	5 - Very Good
<b>Quality of management and leadership</b>	not assessed

## What the service does well

The people who used the day care service told us they were treated with respect and as an individual. Individuals' needs were assessed by the social worker and supported by the day care staff. They stated their personal details were recorded in their own support plan and were regularly invited to meetings to check if their needs had changed and the plan contents were up to date. Overall these were completed to a good standard and sufficiently detailed to inform staff on how they should provide support.

As time is limited at day care there are planned and unplanned activities to make enhance the experience. On arrival everyone shared breakfast and staff listened to the views of those attending regarding the draft calendar for the day. People felt listened to and valued and staff amended the activity calendar to meet the individuals and groups' wishes and chef amended the lunch menu to meet the preferred choices. Staff continued to monitor levels of satisfaction by asking the people and recording their responses, which are actioned wherever possible.

The people who use the service said they were well informed about the daily activities and future events through the noticeboard posters and pictures, printed Newsletter and directly from the staff. They also confirmed that their views were asked for and listened to through the meetings, surveys and questionnaires used by the Council.

People who use the service told us they knew how to make a complaint and if they ever required to they would speak to the staff or the manager.

We found staff to be committed and motivated to delivering high standards of care to people. All staff were qualified for registration purposes and had been provided with training to meet the assessed needs of those who attend the day centre. We observed the staff team successfully implementing Stress and Distress and Dementia Awareness training to meet individuals' assessed needs.

People told us they get a very good service. The service was underpinned by the provider's quality assurance systems such as staff supervision, personal development and team meetings to enable their employees to carry out their roles and responsibilities effectively and deliver a high level of person centred support.

## What the service could do better

The service had identified a need to review and redesign some of the documentation used on a day to day basis. In response to our feedback the senior staff team confirmed that they will test change and evaluate the use of all new documentation to ensure it is fit for purpose and meets their expectations to ensure the support staff are empowered to deliver positive outcomes for those individuals who use the service.

The provider expects that by summer 2017 the Improvement Plan will have been approved and in place to review and improve services for older people.

## 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](http://www.careinspectorate.com).

Inspection and grading history

Date	Type	Gradings	
12 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Jul 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Oct 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
5 Oct 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Oct 2008		Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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