

Alanmart Day Care Support Service

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Telephone: 01324 563 314

Type of inspection:
Unannounced

Completed on:
26 March 2024

Service provided by:
Alanmart Day Care Ltd

Service provider number:
SP2004004228

Service no:
CS2003044410

About the service

Alanmart Day Care is registered to provide a day service to 15 older people. The service operates Monday to Friday from 09:00 to 18:00.

In addition, they offer a supper club one evening a month and a movie night on a separate evening each month.

The service operates from a purpose-built building in a residential area. The building is very much in keeping with the surrounding buildings and is not identifiable as a day centre.

The centre consists of an open plan lounge area and a separate small conservatory area. There is a decked garden area to the side of the property.

During the inspection there were seven people attending the morning session and nine people attending the afternoon session.

About the inspection

This was an unannounced inspection which took place on 26 March 2024 from 09:00 until 17:15. 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:

- spent time with everyone who was using the service that day and two family members
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional.

Key messages

- The service was excellent at supporting people in a warm and caring way.
- Everyone we met spoke extremely highly of the staff and how much they enjoyed being at Alanmart.
- People's sense of worth was enhanced by staff who were respectful, knowledgeable and respected them as individuals.
- Management were fully involved in the delivery of the service and modelled good professional practice.
- Management had a very good overview of the service strengths and were able to drive improvements.

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?	6 - Excellent
How good is our leadership?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

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

Staff demonstrated the principles of the Health and Social Care Standards in their day-to-day-practice and treated people with compassion, dignity and respect. They spoke with a comprehensive understanding of each person and the importance of working at people's own pace. One person told us, "Staff are all excellent here", whilst a family member said, "Staff are great with my relative, but also support me".

Alanmart are a small team and the benefit of this was that they were able to provide excellent continuity to the people they support. Staff were very skilled at building meaningful relationships with people and their families.

People were respected and listened to, ensuring that their wishes and preferences were used to shape how they were to be supported. The service was excellent at giving people time to talk and be empowered to direct the service they received. The benefit of this was that each person's support was unique to them. One person told us, "I love coming here, I can join in when I want but sometimes I prefer to sit back and watch", whilst a relative said, "I can tell by my relative's whole demeanour when I pick them up that they have enjoyed being here".

The service enabled people to get to know each other extremely well. Whilst staff had a planner for that day's activities, this was discussed with people when they arrived over tea and coffee before being agreed individually. For some this was to join a group activity, for others it was something on a smaller scale. Staffing levels allowed for the sessions to run smoothly.

People enjoyed a homemade three course hot meal with a selection of alcoholic and non-alcoholic drinks. One person told us, "the meals here are great", whilst another said, "they'll make you anything you want if you ask".

Staff recognised changing health and/or social needs and shared this information quickly with the right people. A visiting professional explained the benefit of this to people when deciding when more specialist support may be needed.

As an extra to the day sessions, the staff volunteered their own time on two evenings a month. One evening was to run a supper club, whilst the other was a movie night. These were primarily for people who attended Alanmart and their families. One relative told us, "it's great being able to come here and have dinner with X (their relative)".

Regular and consistent reviewing of progress made towards outcomes took place with either the person and/or their family. This enabled people to maximise control of their outcomes.

Throughout the inspection there was a wonderful buzz about the place from people chatting and laughing as well as the various activities throughout the day. The atmosphere was welcoming and boosted people's wellbeing.

We were confident that this excellent performance was sustainable and that it would be maintained.

How good is our leadership?**6 - Excellent**

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.

The management team had very good knowledge around the people that attended. They were committed to ensuring people were supported to live as meaningful a life as able. This support was extended to the families of each person. We found staff and management to be extremely positive about working at Alanmart and were enthusiastic and motivated.

The management team were approachable, supportive and provided practical guidance for staff, people they supported and their families. Staff, people using the service and their families were confident giving feedback because they knew that management encouraged this. One person told us, "The manager has helped us as a family by directing us to other services that could be of benefit to my X (relative)".

The service had recently completed a self-evaluation as part of their quality assurance system. This had included the views of staff, people they supported and their families. A service development plan had been devised and was being worked through to drive improvement.

Staff benefitted from regular staff meetings, individual supervision sessions and training opportunities which ensured they had the necessary information and support to enable personal and professional development.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent

How good is our leadership?	6 - Excellent
2.2 Quality assurance and improvement is led well	6 - Excellent

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