

Lanark Lodge Day Centre Support Service

Bridge End
Duns
TD11 3EX

Telephone: 01361 882 540

Type of inspection:
Unannounced

Completed on:
21 May 2024

Service provided by:
Scottish Borders Council

Service provider number:
SP2003001976

Service no:
CS2019378047

About the service

Lanark Lodge Day Centre provides a blended model of building base, outreach and home day support for adults with a learning disability and complex needs. Based in Duns, the service also provides support from a satellite service, Rutherford Square, which is based in Kelso. The service is provided by Scottish Borders Council.

At the time of inspection, support was being provided to 11 people at Lanark Lodge and six people at Rutherford Square. The service operates Monday to Friday throughout the year.

About the inspection

This was an unannounced inspection which took place between 14 May to 21 May 2024. 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 any intelligence gathered.

In making our evaluations of the service we:

- spoke with people using the service and observed their interactions with support staff
- spoke with, met or had correspondence with six relatives
- spoke with staff and management
- reviewed documents
- spoke with or had correspondence with visiting professionals.

Key messages

- People were supported by staff who knew them well.
- People were involved in the development of the service.
- There was very good communication between multi agencies involved in an individual's life to ensure positive outcomes for the person.
- Support plans held good information to guide staff to support people well.

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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	4 - 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 made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

People experienced warmth, kindness and compassion in how they were supported and cared for. A relative commented: 'Staff are brilliant, all of them, they are dedicated to what they do.' Another relative commented: 'the empathy, compassion and care the staff have displayed is incredibly reassuring to ourselves knowing our loved one is being cared for by people who really do care.'

The service was very good at communicating with multi disciplinary teams, for example, health, learning disability team and social work, to ensure people's health and wellbeing needs were being listened to and met. Many relatives commented on the positive outcomes this had meant for their loved one. One relative told us: 'the support our loved one has had from Lanark Lodge is quite simply superb, nothing is too much for the staff, they have worked with medical professionals and ourselves when things were not going well. They attended multi agency meetings to try to understand the situation better. Without doubt the staff went above and beyond in what was a very complex and difficult situation.'

There were lots of activities people were involved in throughout their week to suit their preference and abilities. These included swimming, horse riding, gardening, DJ sessions, walks, arts, sensory sessions, or just some quiet time in rooms personalised for individuals. There were also planned days out, including travel on the train to Edinburgh or to the beach for ice cream.

'My voice' meetings took place where people were supported to communicate in a way which was right for them, at their own pace, by staff who knew them well. Various activities or fundraising events were planned, for example, a sponsored 'dook' in the sea or an upcoming garden festival. People's ideas were also sought on how to spend monies raised, be that new decor or new music systems. These opportunities to take part in meaningful activities support people to be involved, to feel valued and also to maintain independence or to develop new skills.

There were safe medication administration systems in place with associated legal documentation in place where it was required. We asked the manager to ensure any protocols for 'as and when required' (PRN) medication were cross referenced with stress and distress protocols. This would ensure staff had access to guidance of when to administer this medication where someone was communicating distress.

How good is our leadership?

5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

Management had very good oversight of both Lanark Lodge and Rutherford Square. A range of quality assurance processes helped the management team to continually evaluate the service. Recording of any forms, for example accident or incidents, were detailed and reflective. Any issues identified, along with feedback from people using the service, helped in the development of the improvement plan and to prioritise, direct and support improvement.

The service was good at communicating with relatives on a daily basis regarding how the supported person's day had been. A relative commented: 'X has an i-pad and staff take photos or film what they are doing which is great for us to see.' and 'communication is superb, we get daily diary updates.'

Managers were responsive to any issues people had raised, were courteous and respectful and the issues were resolved.

The Care Inspectorate expects notifications to be made for various events in care services. This has been clarified with the manager who will ensure appropriate notification are made to the Care Inspectorate going forward.

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

People could be confident staff were recruited in line with safer recruitment practices with any necessary checks completed prior to any new staff starting in post.

Staff completed comprehensive training and there was good oversight of when refresher training was due alongside competency checks which monitored staff practices. Champions for specific areas had been, or were in the process of being identified. For example, champions for dementia, autism and communication to name a few. These skills give reassurance to people that staff are knowledgeable and sensitive to the needs of people using the service.

Staff meetings and supervisions were held and gave opportunities to discuss necessary information relating to support for people and time to reflect on best practice to ensure quality care continued to be provided.

Although fully staffed, sickness absence was impacting on the staff team. The manager and provider were managing this within resources across the day services in the Scottish Borders to ensure the least disruption to people using the service.

All relatives told us how much they appreciated staff and the support they gave their loved one. One family said: 'X has been attending for many years and it is the best it has ever been, long may it continue.'

How good is our setting?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Recent investment in both Lanark Lodge and Rutherford Square meant the buildings had been redecorated and were welcoming and warm. Some rooms had been identified as personal spaces for individuals and decorated to their preference.

Internet connection was being upgraded to enable assistive technology for people to be more accessible.

Plans were in place for further modernisation of rooms so that they will be fit for current users and for new people transitioning into the service.

People had been involved in identifying new ways of using the large garden area at Lanark Lodge and preliminary plans for a trike path were being pursued.

This investment had made people feel valued and excited for opportunities to be part of the future of the service. We look forward to hearing how these plans progress.

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

Support plans were in the process of being transferred to a new format which made information easier for staff to access and manage.

We sampled a number of support plans and there was very good guidance detailed within people's plans. For example, to support with communication, stress and distress, medication and with eating and drinking. Information and guidance to support people with posture and repositioning needs was clearly written and visual guidance enhanced this clarity.

Where risks were identified, guidance was in place to mitigate the risk and ensure people's health and safety.

Supported people and their relatives were involved in regular reviews. People could be reassured their support plans were detailed and up to date so staff could support them well whilst at their day service or whilst receiving support at home.

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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?	4 - Good
4.1 People experience high quality facilities	4 - 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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