

# Trindlemoss Day Opportunities Support Service

Trindlemoss Day Opportunities  
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**Type of inspection:**  
Unannounced

**Completed on:**  
22 October 2024

**Service provided by:**  
North Ayrshire Council

**Service provider number:**  
SP2003003327

**Service no:**  
CS2019375329

## About the service

Trindlemoss day opportunities provide support for between 50 and 60 people Monday to Friday. Support is provided in small groups where people work towards identified outcomes. The service has recently undergone a period of change where they moved from a traditional day centre model. Their aim is to create a community resource which enables people to create, participate in and design meaningful and genuine opportunities for the benefit of people supported and others.

## About the inspection

This was an unannounced inspection which took place on 15, 16 and 17 October 2024 between 09:30 and 17:40. 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 and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with 18 people using the service and one of their family members
- spoke with 13 staff and management
- observed practice and daily life
- reviewed documents
- reviewed 33 submitted questionnaires.

## Key messages

- People were part of stable groups supported by consistent staff who know them well.
- The lunchtime menu was comprehensive and caters for all dietary requirements.
- The service had strong links to the local community.
- The barista café was open to the local community several days a week.
- There was good collaboration with external professionals.

## 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?	5 - Very Good
How well is our care and support planned?	4 - 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 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 support offered by the service was tailored to the persons identified outcomes. The service maintained a flexible approach allowing people supported to access the group and activities that would enable them to work towards their identified outcomes. People could choose how they spent their time and staff used their knowledge of the impact of the persons condition to offer appropriate support. This made people feel in control. People told us "I didn't like my last group and am much happier in this one and have lots of friends."

People are supported in stable groups by consistent staff who know them well. We observed warm, respectful and kind interactions between staff and people supported. People told us "staff are kind" and that "I like that you can talk to the staff about anything". This enabled people to feel included.

There was a varied and comprehensive lunchtime menu which catered for all dietary requirements and offered a good range of choice. It also provided multiple opportunities for people supported to develop life skills and promote their independence. Lunch was observed to be a very sociable and inclusive occasion in which everyone was supported in a discreet and appropriate manner.

The medication process was robust, individualised and person centred. There were appropriate risk assessments in place and clear guidance for staff. This helped to keep people safe.

The importance of physical activity was recognised and celebrated. Health promotion and education is integrated into the activities and empowers people to take control of their health and well being. Visits to the gym included personal hygiene guidance and information sessions on men's health and mental health had been well received.

The service had strong links to the local community providing support for lunch clubs, play groups and dementia support groups locally as well as assisting with gardening and litter picking. A family member told us "She has learned a lot new skills as well as building on existing ones."

The barista café is open to the local community several days a week. As well as assisting in breaking down barriers it provides employment skills training and both social and life skills development. People told us "I like using the coffee machine."

The service also makes use of local facilities such as the swimming pool and gym which further promotes and strengthen community links. The travel to and from the community resources provides opportunities to promote and enhance travel and life skills as well as linking to group activities such as numeracy skills. This reinforces new skills and increases people's confidence. People told us "I like to go to the gym and do weights, the bike and the treadmill."

The service had regular project topics which provide multiple opportunities for themed activities and trips to associated places. The service was participating in the RSPB's wild challenge and was working towards their gold award. This gave people a sense of achievement and opportunities to try new things.

There was good collaboration with external professionals. Health needs were incorporated into outcomes such as promoting peoples mobility.

### How good is our leadership?

**5 - Very Good**

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.

There had been extensive changes within the service over the last two years and this had presented challenges. People supported, their families and at times the staff had all struggled to identify the benefits at points. This is now changing and staff told us "We are starting to see that we are empowering people and helping them build skills which feels great."

There are appropriate checks and audits in place for the service type and the management team have good oversight of the same. This helps keep people safe and identify improvements.

The staff teams were encouraged to evaluate the support offered and adapt it to meet the needs and wishes of those supported. The good relationships between staff and people supported allowed for honest feedback to be offered and requests made which led to service improvements. Staff told us "We can take ideas to the management team and are allowed to run with them."

There had not been any complaints received by the service . Any adverse events are fully reviewed and any lessons learned applied. The management team promote a no blame and inclusive culture which both increases staff confidence and leads to service improvements.

The management team were extremely open to feedback and constantly seeking new ways to engage with staff, people supported and their families. Feedback was sought in a variety of ways such as surveys in easy read format, group meetings and a focus group. We would encourage further exploration of ways to obtain effective feedback from all people supported and their families.

### How good is our staff team?

**5 - Very Good**

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.

Staff work well together and put the people supported at the centre of all they do. They all speak passionately about providing opportunities for people and helping them to achieve their outcomes. They collaborate to identify the best options for people and facilitate these where possible. Staff told us "I enjoy my job" and that "It's the best job I've ever had."

Staff were enthusiastic and knowledgeable about the people supported. Appropriate training is provided with the opportunity to develop areas of interest. There was a robust induction programme combining both theory and practical skills. This meant people had support from skilled and knowledgeable staff.

Supervision took place regularly and was reported to be worthwhile . Staff are encouraged to develop new ideas and report that they feel supported. Staff told us "I feel listened to and the management team are supportive. Their door is always open ."

Staff reported that they were able to spend quality time with people and really get to know people well. The senior staff held a planning meeting every morning, to ensure all staff were in the most appropriate place any any outings covered. Team briefings were held to cover the days events and plans. This ensured the appropriate support was available for people. Staff told us "We get to know the people we support as people."

The needs of the people supported are assessed on a team by team basis to identify the potential for someone new joining the group. Staff did not appear hurried and had time to provide support to anyone needing assistance. This meant that people were offered the support they required in a timely manner.

## How good is our setting?

**5 - Very Good**

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 environment was well maintained and cleaned to a high standard. There are appropriate checks in place and a daily walk round ensures any defects are identified. This helped keep people safe.

The generous accommodation was necessary to ensure that people have sufficient space and that it met the needs of those supported. The large areas had been zoned to allow multiple activities to be happening at the same time while allowing for alone time where required. This allowed people to be supported in an environment that suited their needs.

The use of art, murals and themes gives the spaces identity and differentiates them. There are multiple toilet and bathing facilities. The art in the central foyer is a source of pride and everyone is happy to tell you of their involvement in making it. This made people feel included.

The gardens were well maintained and tailored to the needs of the people using it. We saw multiple photographs and activities taking place out here including parts of the wild challenge scheme. The growing, picking and use of the vegetables in the garden provides an appreciation of where food comes from and a sense of pride and achievement. People told us "My favourite place is the garden."

The areas such as the training kitchen and laundry area provide important socialisation and life skill development opportunities. People would regularly make lunch and snacks here and the height adjustable and adapted equipment meant it was accessible to all.

## How well is our care and support planned?

**4 - Good**

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

The support plans reflected the good level of knowledge that the staff had of people supported and their needs. There was clear guidance within the support plans, on what support was required due to medical conditions, with epilepsy plans, in particular, being both comprehensive and clear. This resulted in staff being provided with the necessary knowledge to safely offer support.

The support plans demonstrated the involvement of people supported. Most people we spoke to knew what their outcomes were and had helped to, or independently identified them. However the outcomes appeared static rather than as the centre of planning support.

It was not evident what if any progress to meeting outcomes had been made.

**See area for Improvement 1.**

Each team had their own way of recording peoples participation which provided a good individual record for people supported. We would encourage the service to look at ways to use these to record progress towards meeting outcomes.

There were appropriate risk assessments in place. The service promoted positive risk taking and enables people to maximise their potential which was reflected in the plans.

### Areas for improvement

1. The provider should ensure that people's care plans set out how their health, welfare and safety needs are to be met and are regularly updated. To do this the provider must ensure that all residents have support plans which:

- Reflect a person centred, outcome focused approach and demonstrate any progress made

This ensures care and support is consistent with the Health and Social Care Standards, which state:

"My support plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15)

## 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).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.2 People get the most out of life	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?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good



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