

Barra Day Centre Support Service

Barra Day Centre
Castlebay
Isle of Barra
HS9 5XD

Telephone: 01871 890 700

Type of inspection:
Unannounced

Completed on:
20 November 2024

Service provided by:
Comhairle Nan Eilean Siar

Service provider number:
SP2003002104

Service no:
CS2003009719

About the service

Barra Day Centre service is provided by Comhairle Nan Eilean Siar.

The people who use the service live in the community and access the support service at a frequency to meet their assessed needs. The service is registered to provide support to a maximum of 16 people. Care at Home support may also be provided to those registered with the service in their own homes.

The service aims to reduce social isolation and encourage socialisation, allowing those who attend to maintain and develop their daily living skills through a varied recreational programme and respite for their carers.

The day centre uses a new building in the North of the island at the Garadh a' Bhagh a' Tuath (SCIO), known locally as the 'Garadh', which is "Garden" in Gaelic.

About the inspection

This was an unannounced inspection which took place between 18 and 20 November 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 intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with five people using the service and two of their relatives
- spoke with six staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- The service enabled people to remain connected and included in their local community.
- People were at the heart of decision making and planning.
- There was a person led approach to all activities planned.
- The service was committed to supporting people to live independent and fulfilling lives.

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 staff team?	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 evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people.

Without exception, people were treated with compassion, dignity, and respect. We observed interactions between staff and people that were incredibly kind, warm, and fun. It was clear that staff had built strong relationships with those who attended the service, and this was extended to their families and loved ones which created a strong sense of belonging and community.

The day service is based at the Garadh a' Bhagh a' Tuath in the North of the island, where there is a community garden and building with modern and accessible facilities, including a café. People were supported to use the community garden on site to grow, harvest, and enjoy home-grown produce, this meant people could stay active, engage in their local community, and benefit from home-grown fruit and vegetables. The day centre also utilised other buildings and community projects in Castlebay to enhance its program of support, including the local thrift shop and college which enabled people to remain involved in community life on the island.

Each person supported by the service had a detailed person-centred care plan in place which was reviewed and updated regularly, this showed that staff knew people very well and understood what was important to them. Each person had a bespoke activity plan which included an exceptional variety of activities and opportunities, such as individually tailored exercise programmes at the local gym, swimming, professional art, and day trips to other local islands to maintain community links. Activities were person-centred and planned with constant input and feedback from people about how they would like to spend their time.

Staff were highly skilled in promoting independence. Care at home support was planned flexibly around people's routines and focused on fostering important life skills such as home cooking and accessing technology, this meant people were able to build skills which enabled them to live more independently at home. The service promoted lifelong learning and people were supported to access and complete adult learning courses of their choice at the local college, their achievements were celebrated throughout the year by the service.

People's health and wellbeing benefitted from strong professional relationships with health care professionals. People were supported to manage and attend their medical appointments and there was evidence of improved outcomes for people due to this.

Relatives of people attending the service told us:

"It's a tremendous service. It tries to foster independence for [my relative], it works well for them."

"It's absolutely brilliant. [My relative] loves the activities. We'd be lost without the service."

How good is our staff team?**6 - Excellent**

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people.

A small and longstanding staff team was in place in the service, this had enabled people to build very strong and meaningful professional relationships with staff. Staff across all levels spoke of their roles with fondness and dedication, staff told us:

"This is my happy place."

"Everyone is very caring. The team are flexible, especially as plans can change at short notice on the island."

The atmosphere in the service was very warm, relaxed, and family orientated at all times. Staff were confident in the best ways to communicate with each individual in the service, and plans were adapted promptly to ensure people were comfortable at all times.

A visible management team was in place which had constant oversight of how the service was running. Staffing levels were dynamic and based on in-depth knowledge of each person and the support necessary to enable them to meet their outcomes. People benefitted from regular 1:1 support most days, this was determined by how they wished to spend their time and allowed them to safely take part in activities important to them, such as swimming, which otherwise may have been inaccessible. Staff worked very flexibly and often out with their standard working hours to ensure people could access community events and activities on the island. This meant people benefitted from bespoke and responsive support, and could remain involved in their local community.

Staff members were provided with a training program beyond the requirements of their role, and spoke highly of the training offered by the service. Relatives told us they had great confidence in staff, and felt they were very easy to speak to. Staff members recognised each other's specialisms and strengths, such as art and cookery, to ensure they were utilising the skill mix within the team to its full potential. We concluded that people were supported by a highly skilled, very confident, and stable staff team.

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
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent

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