

Camphill Blair Drummond Day Service Support Service

Blair Drummond House
Cuthil Brae
Stirling
FK9 4UT

Telephone: 01786 841 573

Type of inspection:
Unannounced

Completed on:
11 December 2024

Service provided by:
Camphill (Blair Drummond) Trust
Limited

Service provider number:
SP2003002681

Service no:
CS2009234006

About the service

Camphill Blair Drummond Day Service is a support service located in Stirlingshire. It is registered with the Care Inspectorate to provide a care service for adults with learning disabilities at Camphill Blair Drummond and in the community. The service registered with the Care Inspectorate in December 2009.

The provider of the service is Camphill (Blair Drummond) Trust Limited.

The service sits in extensive grounds alongside Camphill Blair Drummond Care Home. At the time of this inspection all 48 people who lived in the care home attended the day service. A further 55 people who did not live at Camphill also attended the day service. A maximum of 80 people accessed day service activities on any given day. People who attended the day service preferred to be referred to as students.

We inspected the care home service at the same time as the day service. Some of our findings from that inspection are relevant to the day service inspection. This will be indicated within the report. Please refer to our Camphill Blair Drummond Care Home inspection report dated 11 December 2024 for details of our findings.

About the inspection

This was an unannounced inspection which took place with visits to Camphill Blair Drummond between 3 and 5 December 2024. We also worked remotely on 6 and 9 December, reviewing a variety of documents the provider had shared. We gave formal feedback to the provider on 11 December 2024. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included registration information, previous inspection reports, and information submitted to us by the service.

In making our evaluations of the day service we:

- Met informally with students while they were attending the day service, during their lunch break, or spending time at home within Camphill Blair Drummond care home.
- Spoke with managers and staff from a variety of roles in day service.
- Joined day service activities and observed staff practice and interactions with students.
- Checked medication management systems.
- Reviewed care plans, training levels, and a variety of other records.
- Looked at quality assurance systems.
- Received feedback from students; relatives/carers; staff, and external professionals.

Key messages

- Camphill Blair Drummond day service had a warm and nurturing atmosphere.
- Students benefited from having access to a wide variety of activities indoors, throughout the grounds, and in the wider community.
- There was a strong emphasis placed on physical activity and the environment.
- Students benefitted from having access to healthy food in a relaxed setting.
- The day service should develop its work around focused outcomes for students.

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?	4 - Good
How good is our staff team?	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?

4 - Good

We made an overall evaluation of good for this quality indicator as there were a number of important strengths which clearly outweighed areas for improvement. The strengths had a significant positive impact on people's experiences and outcomes. However, improvements were required to maximise wellbeing and ensure that people consistently had experiences and outcomes which were as positive as possible.

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

Staff in the day service supported students very well. We observed warm, compassionate and respectful relationships between staff and students. Students' independence was encouraged as they participated in activities. People appeared comfortable and empowered within the environment. A community ethos was encouraged and people clearly felt valued. Staff showed a true interest in students. This contributed to a feeling of self-worth and positive health and wellbeing outcomes.

Feedback from students using the day service was very positive. Comments included, "I love the place," and "staff are great." There was a good balance between structured activities and down-time where students had the opportunity to interact and have fun. Lunch time was a positive experience where students came together to eat. Food was prepared on-site and was of a very high quality. Students ate in a relaxed, unhurried environment and had the opportunity to build friendships and interact with peers and staff.

The day service provided a large variety of classes and activities, with at least 10 separate activities taking place on any given day. This included a nurture-nature class that focused on the environment; a green team who attended to the Camphill estate; woodwork; media; design and print; a bakery; drama, and craft. There were also sports activities including a weekly trip to Stirling Albion football club. The wide variety meant students could choose activities and programmes around their own preferences.

Each activity was led by an activity lead with the assistance of support staff and international volunteers, who are integral part of the wider Camphill ethos. The volunteers brought their own skills and interests to each activity and clearly enriched the students' experiences.

We heard several strong examples of the progress people had made while attending Camphill day service. There was holistic approach where emphasis was placed on students' wider wellbeing as much as learning new skills. We heard about people's confidence increasing since using the service.

Students were supported to learn transferable skills and knowledge and that they could use in other areas of their life. This work would be enhanced by developing a more focused approach around outcomes. Although students all had general support outcomes in place, they did not have specific individual outcomes they were working towards. A more individualised and measurable approach to outcomes would add to the good work the service was doing. We made an area for improvement about this. **(See Area for Improvement 1).**

Students' health needs were generally well supported. Staff we spoke with demonstrated a sound knowledge of students' individual health needs including medication they may need to take during the day. Medication was stored securely, and we were satisfied at the processes in place to sign medication in and out for day students. These measures supported good health outcomes for people.

In our separate inspection of the care home service, we made a requirement to the provider around having the right health information in place. This included guidance around positive behaviour support; up-to-date health protocols, and guidance on the use of "as-required" medications. There were also some gaps in the records we checked within the day service. We discussed with the managers of the service how their improvement work must ensure it includes day students. We will check progress in this area at our next inspection.

Areas for improvement

1. To ensure opportunities for students to learn and develop new skills are maximised, the provider should enhance how it captures individual outcomes. Outcomes should be specific to the individual; measurable; achievable; relevant to the person, and time limited.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential." (HSCS 1.6)

and

"I am empowered and enabled to be as independent and as in control of my life as I want and can be." (HSCS 2.2)

How good is our staff team?

4 - Good

We made an overall evaluation of good for this quality indicator as there were a number of important strengths which clearly outweighed areas for improvement.

Quality Indicator: 3.3 Staffing arrangements are right and staff work well together.

Staff we met worked very well together. All staff, including those who did not have a direct care role, were invested in the service and recognised their own role in meeting people's needs and wishes. We received generally very positive feedback from staff, who were proud of the work they were doing. Some comments from staff included:

- "Our activity provisions are exceptional, and all the staff care deeply about making sure our [students] enjoy every second they are here. It is a very friendly and welcoming place to work."
- "Lots of opportunities for the students to learn new skills and go on trips. Staff really become part of a community. Support is always available for staff."

Staff and volunteers were safely recruited into the service. They received an in-depth induction period that covered all the necessary elements to ensure their safety and that of the students they would be working with. This contributed to good outcomes for people using the day service.

The system to oversee training did not allow for oversight of training needs in each individual part of the service, including the day service. We reported on this in detail in our separate inspection of the care home service. We discussed with leaders in the service how their improvement work around training must include staff who only work in the day service. We will check progress in this area at our next inspection.

During our inspection the day service we observed enough staff and volunteers working to meet students' needs and wishes at the right time. We were satisfied at staffing ratios and the appropriate use of volunteers during our inspection.

We received feedback from external professionals linked with the day service that activity leaders felt there were limitations in the amount of personalised support they were able to provide. Some day service staff stated that more time to complete all their daily work activities would be welcomed. Another staff member reported that the size of some activities could lead to students becoming "overwhelmed."

In our care home inspection report we made an area for improvement that leaders implement a staffing tool to determine appropriate staffing levels. We would encourage leaders to adopt a similar approach in determining appropriate staffing levels within they day service. We will check progress at our next inspection.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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