

Dollar Park Dementia Service Housing Support Service

Dollar Park Dementia Service
Camelon Road
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Type of inspection:
Unannounced

Completed on:
7 August 2025

Service provided by:
Falkirk Council

Service provider number:
SP2004006884

Service no:
CS2004068192

About the service

Dollar Park Dementia Service provides a one to one housing support and care at home service for people diagnosed with dementia, or memory problems living in their own homes. The service is provided by Falkirk Health and Social Care Partnership.

Although the service is commissioned to provide support for people living with dementia, family members can also benefit from support from the service.

This service is user led and provides practical support and advice as well as social and leisure opportunities.

About the inspection

This was an unannounced inspection which took place on 5 and 6 August 2025. 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 10 people using the service and four of their family members.
- Spoke with 10 staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with visiting professionals.

Key messages

- People and their nominated representatives were involved in making decisions about their care and support.
- The service needed to review people's individual risk assessments about their health and care needs.
- People experienced consistent care and support.
- The service worked well to bring about people's preferred outcomes.

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 staff team?	5 - Very 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 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 understood their role in supporting people's access to health care. Staff recognised when people's health or wellbeing needs changed and acted promptly to make sure the right people were aware of any changes. People were referred to external professionals when required. This meant people could be confident staff would act appropriately and quickly to seek the support people needed.

The service needed to review people's individual risk assessments about their health and care needs. Some risk assessments were not person-centred and did not always accurately inform staff what the person's needs were. We discussed this with the leadership team who agreed to review how they assess people's risks. We will review this at the next inspection.

People were involved in making decisions about their care and support. People directed their care and support and staff acted with enthusiasm to make their wishes and preferences happen. The service involved people or their nominated representatives in reviewing people's care and support, every six months and people told us they found this useful. These reviews were sometimes attended by all organisations involved in people's care which meant their care and support was well co-ordinated so they could experience consistency and continuity. One person said, "All services involved in my relative's care and support, review my relative's care together, with us."

People were happy with the care and support they received. The service promoted attendance at social support groups and these were highly valued by people experiencing care and their family members. People enjoyed a variety of activities, according to their wishes. One person said, "We normally go for a walk or a drive in the car but today we are having a quiet day in" and another said, "I am happy with the service, I'm glad I have got it." This meant people were recognised as being an expert in their own needs and wishes.

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.

Staffing arrangements were made following a process of continuous assessment. The service worked hard to ensure the right staff member was matched to the person experiencing care. One staff member said, "We met and agreed to a trial to see how (person's name) likes working with me. It took a while for them to settle with me; they have every right to have their support the way they want it." People were matched with regular staff and knew who to expect at each visit. On the few occasions where the service had to change the support worker, such as when staff were on holiday, they communicated this well. As a result people could build a trusting relationship with the staff supporting and caring for them.

Staff were confident in building positive interactions and relationships with people. It was clear people using the service were comfortable in staff's presence. One person said, "We couldn't have a better person. The staff member is just lovely and has a great relationship with my relative." and another said, "My relative goes out with (staff name). They are excellent, we have been delighted with them." and a person using the

service said, "I can phone staff at any time if I need help. They always say to me, just phone." This demonstrated people could build a trusting relationship with the person supporting and caring for them.

There was effective communication between staff with opportunities to discuss how best to improve outcomes for people. Although support staff largely worked alone, there were opportunities to regularly connect with colleagues and the leadership team digitally and in person. One staff member said team meetings were, "a chance to share good ideas." This meant people could expect to be supported and cared for sensitively by staff who strive to improve outcomes for the people they support.

How well is our care and support planned?

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.

Care and support planning maximised people's capacity and ability to make choices. Personal plans were based on people's preferred outcomes and recorded how staff acted to help the person achieve these. It was clear what people's needs and preferences were and reading personal plans gave a good sense of the person. Personal histories described who and what was important to the person using the service. This meant people could expect their needs, as agreed in their personal plan, to be met, and their wishes and choices to be respected.

Personal plans were regularly reviewed, evaluated and updated. The leadership team had oversight of when personal plans and reviews of care had been carried out so they could see at a glance where they needed to direct their attention. We discussed earlier in this report that the service needs to improve people's individual risk assessments (see 'How well do we support people's wellbeing?'). Some care plans had clearer information about when each section of people's care plans had been updated, we discussed with the leadership team the benefit of extending this practice to all care plans and will review this at the next inspection.

Where people were not able to fully to express their wishes and preferences, their nominated representatives were involved in shaping and directing their personal plan. Staff involved people's nominated representatives and coordinated their involvement very well. Staff used digital technology to involve people's family members who lived far away and recorded their conversations or other communications within the personal plan. The service followed up any issues raised at reviews of care and support and documented their actions. This meant that when people were unable to make their own decisions, the views of those who know their wishes, such as people's carer, independent advocate, formal or informal representative, were sought and taken into account.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very 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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