

# Gilbertson Day Centre Support Service

Gilbertson Day Centre  
off Old Scapa Road  
Kirkwall  
KW15 1BB

Telephone: 01856 872 122

**Type of inspection:**  
Unannounced

**Completed on:**  
29 April 2024

**Service provided by:**  
Orkney Islands Council

**Service provider number:**  
SP2003001951

**Service no:**  
CS2003009093

## About the service

The Gilbertson Day Centre is a purpose built day centre which provided daily care and support for physically and/or mentally frail older people. The service is operated and managed by Orkney Health and Care, a partnership between Orkney Islands Council and NHS Orkney.

The service is located within the St. Rognvalds residential complex in a residential area of Kirkwall. Transport was provided daily to enable the attendees to access the service.

At the time of the inspection the service supported a total of 24 people on various attendance patterns.

The service aims include; ensuring better care and support for people who use day care services by listening to them, involving them in decisions about the care they receive and actively participating in how it is delivered.

Objectives include; meeting the needs of people who use day care services by individual planning with assessed packages of care. Enhancing the quality of life of people who use day care services by enabling them to maintain their living skills and maximise their creative potential.

## About the inspection

This was an unannounced inspection which took place on 18 April 2024 between 09:30 and 15:30. 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 seven people using the service
- spoke with five staff
- observed practice and daily life
- reviewed documents.

## Key messages

- People using the service told us they enjoyed attending.
- People benefitted from kind and compassionate support from stable staff group.
- Feedback from people informed how the service was run.
- People enjoyed a range of community and centre based activities linked to their preferences.
- Personal plans reflected people's needs and wishes.

## 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

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

Overall, 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 treated people with genuine kindness and compassion. People attending were warmly welcomed by the staff. It was clear people benefited from positive relationships with a stable staff team who knew them well. This meant that people felt included, listened to and valued.

People benefited from a welcoming, clean, and bright environment. The centre was comfortable, spacious and adequately equipped to meet the needs of those who attended. Public areas included a large main activity room, quiet lounge, a separate dining area, multi-purpose room and a small enclosed garden. Appropriate arrangements were in place to maintain the building and equipment.

People and their families had been involved in agreeing and reviewing personal plans. Plans included information about their needs, preferences, and goals. Personal planning was being revised to demonstrate how people benefitted from attending the service. Where needed specific risk reduction measures were in place to promote safety. Where required, communication diaries kept families informed about the time spent in the service. To help keep people well a system was in place to support with medication administration. Staff confirmed they had good links with local agencies/healthcare workers to promote wellbeing. We saw that staff were responsive to individuals distress, providing comfort and reassurance where needed.

Meaningful activity and social interaction is known to promote wellbeing. People's life history and interests and goals were recorded and regularly evaluated. This helped ensure that activities were in keeping with people's expressed preferences. A flexible activity programme included activities to promote independence, physical activity, and social interaction. On the day of the inspection attendees took part in the Parish Games with individuals visiting from West Mainland Day Care service. The day was a great success, people enjoyed games, lunch and presentation of prizes, afternoon tea and musical entertainment, some provided by people who attended the service. Attendees from each service had prepared sweet treats for afternoon tea. Staff had worked hard to organise the event and ensure there was plenty of fun and laughter.

Regular activities enjoyed included, board games, bingo, light gardening, quiz and art and craft work. Meetings gave people the opportunity to influence the activity programme. This helped to ensure people got the most out of their time at day care. We saw that people were supported to be involved in their local community when the weather permitted. We heard about a planned shopping trip to visit a new store. One person we met told us they liked to bring their own music to play.

People spoke positively about their time at the service and the support received from the staff team. They enjoyed the opportunity to socialise, the activities, and the quality of the food prepared in the adjacent St. Ragnvalds care home.

## 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.

People should have confidence in the people providing their support. People attending the centre benefited from the continuity of a stable staff team. Staff were motivated and spoke positively about their role. They worked well together to achieve positive outcomes for people who experience care. A communication diary ensured that important information was shared across the staff team.

Staffing arrangements supported the delivery of good quality care and support. This included one to one support where needed. Staff told us that staffing arrangements had been reviewed to promote an improved mealtime experience for people. Staff were patient and responsive to people's needs and wishes. One staff member told us that they enjoyed spending individual time with people who experience care. This promoted meaningful conversation, trusting relationships and a person centred approach to care.

Staff told us they were well supported by their line manager. Meetings gave staff the opportunity to discuss the service and express their views. This meant staff felt listened to. Plans were in place to extend the scope of one to one supervision sessions between staff and their line manager. This process helps to support reflective practice and staff development

Appropriate arrangements were in place to ensure that staff were recruited safely. Mandatory training had been completed and dementia training was planned. This gave assurance that people were supported by staff who were trained, competent and skilled.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

The provider/manager should support the staff to further develop their person centred planning. In doing so they should consider the following:

- How support plans can be better used to measure the value and effectiveness of the service being provided to an individual.
- Daily recordings that are more focused on the person and their experience of what is taking place rather than just the activity they carried out.
- Better description of observations of behavioural and emotional triggers to assist staff to recognise how a person is really experiencing the service that is provided.
- Using further life history work and engagement with families to enhance staff knowledge and understanding of a person and so improve their experience.

National Care Standards, Support Services: Standard 4 - Support Arrangements and Standard 8 - Making Choices.

**This area for improvement was made on 9 August 2017.**

## Action taken since then

Personal plans gave good information about people's needs wishes and goals. People and their families had been involved in agreeing and reviewing personal plans. Personal planning was being developed to demonstrate how people benefitted from attending the service. Where needed specific risk reduction measures were recorded. Daily records gave good detail about people's wellbeing, presentation and how each individual spent their day. Daily notes and activities enjoyed linked to identified goals.

This area for improvement is met.

## Previous area for improvement 2

The provider/manager should ensure ongoing assessment of the decor, facilities and equipment, due to the age and design of the building. In doing so the following should be taken into account:

- Further continued cosmetic upgrade where at all possible to better improve and enhance the experience for those using the service. To include freshening up of basic paintwork not already addressed and remaining carpeted areas. Basic infection control improvements that could be made in toilet areas, security of the garden area and layout and use of rooms not already reconfigured.
- In doing so the provider/manager should continue to positively move forward with encouraging the meaningful participation of those who experience the support provided by the service.

National Care Standards, Support Services: Standard 5 - Your Environment, Standard 8 - Making choices and Standard 12 - Expressing Your Views.

**This area for improvement was made on 9 August 2017.**

## Action taken since then

The environment was welcoming, clean, and comfortable. The space was adequately equipped and furnished to meet the needs of those who attended. Public areas included a large main activity room, quiet lounge, a separate dining area, multi-purpose room and a small enclosed garden.

Appropriate arrangements were in place to maintain the building and equipment.

The provider proposed to relocate the service. Alternative premises were being sourced. The senior management team had met with people who experience care to discuss the planned move. The management team gave a commitment to ensuring people who experience care and their relatives were appropriately consulted and kept well informed about proposed changes.

This area for improvement is met.

## 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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	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

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