

Glaitness Centre (Support Service) Support Service

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Type of inspection:
Unannounced

Completed on:
9 October 2023

Service provided by:
Orkney Islands Council

Service provider number:
SP2003001951

Service no:
CS2003009094

About the service

The Glaitness Centre support service is provided from the Glaitness Centre, a purpose-built care facility located in Kirkwall. The support service is registered to provide a day care service for up to 12 service users with physical and sensory impairments.

The service is operated and managed by Orkney Health and Care, a partnership between Orkney Islands Council and NHS Orkney to improve and develop social care, community health and wellbeing. The provider also operates a combined housing support and care at home service for people with disabilities and a short break and respite care service from the site at the Glaitness Centre. People who use the support service also use the supported accommodation or the respite service. The support service operates on Wednesdays and Thursdays each week between 09:00 and 17:00 hours.

The service aimed to:

"Work together to deliver tailored services at home or in a homely setting that promotes independence and self-management, to support people to feel as physically and emotionally well as they can be. People who use the service will experience safe, effective, person-centred care."

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

About the inspection

This was an unannounced inspection which took place on 27 September 2023. We inspected the housing support and care at home service at the same time, and although we have reported on both services separately, the reports have many commonalities. The inspection was carried out by an 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:

- . Met five people receiving care
- . Spoke to six family members
- . Spoke to seven staff members and the management team
- . Reviewed documentation
- . Observed daily life

Key messages

- People were involved in decisions about their care and enabled to achieve their full potential.
- Personal planning was based on people's expressed needs, choices, and aspirations.
- People received sensitive and respectful support to maintain relationships and make new friends.
- Support was delivered in a responsive and sensitive way, and staff were available when people needed them.
- People were supported through their chosen activities, to develop life skills and confidence which helped them achieve their outcomes.
- The management team were improving quality assurance systems and there was culture of continuous improvement.

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

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.

It is important for people to feel included and have a sense of belonging. The service supported members to build and maintain positive relationships and form genuine friendships with others. We observed members enjoying their chosen activities, including playing card games, doing quizzes and more physical activities such as indoor bowling, which helped people's physical and emotional well-being. There was a garden that people could use and space for people to have privacy. People also spent time talking to their friends and relaxing. This meant that people were enabled to get the most out of life, with opportunities to maintain or develop skills, interests and activities that mattered to them. The facilities were spacious, well equipped and well maintained. People's artwork, and photographs of group activities and outings was displayed in the centre, which helped give people a sense of ownership of their service, as well as celebrating, and remembering individual and collective achievements.

We observed a team of dedicated and compassionate staff who genuinely cared for the people they supported. Staff were clearly committed to supporting people's choices through an enabling approach. It was evident during the interactions and engagements we witnessed and heard about, that staff treated people with warmth, compassion, dignity, and respect. We saw examples of people who may otherwise have felt isolated or excluded being sensitively encouraged to increase their access to the community. Relationships were based on trust and values. Staff were skilled at understanding and responding to people's individual communication needs, including augmentative and alternative communication needs. People benefited from positive relationships with the staff team. This meant that people felt included, listened to, and valued, and ensured that the service was centred on the needs and wishes of the person.

The services provided from Glaitness had effective links with external health professionals, and it was evident that staff worked in partnership with others for the benefit of people who use the service. This ensured staff were prepared for the eventuality if a person became unwell or if their health deteriorated for any reason. This helped to keep people well.

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.

A range of quality audits had been completed, including personal planning, individuals' experiences, and people's outcomes. The service used regular reviews and formal and informal meetings, to gather the views of people receiving care, and those closest to them. This allowed for individuals to share their experiences. The management team were in the process of using the Care Inspectorate's Self-evaluation tools to improve the quality assurance processes.

People spoke positively about the management team who were seen as being responsive, approachable, and supportive. People told us that positive changes had been made, and communication with the service had improved, as a result of the efforts of the current management team.

There was a culture of openness, honesty, and collaboration. This ensured people supported were listened to and empowered to shape their care arrangements.

People should have confidence in the people that support them. We observed a highly motivated, and skilled staff group who genuinely cared for the people they supported. Staff were recruited in accordance with safer recruitment guidance. New staff received an induction and had access to a range of face to face and online learning opportunities. The management team had effective oversight of staff training and development.

Staff felt well-supported and told us they could approach the management team with any professional or personal matter. Staff also received regular formal supervision. This, and the culture of openness, gave staff the opportunity to discuss and reflect on work practice. This promoted positive relationships between management and staff and meant that staff felt valued.

The service had a comprehensive development plan. We discussed how this could be improved by making this more accessible to stakeholders and highlighting how the views of people have contributed to the development of this plan. We were aware of ongoing management changes within the provider's services; however, we were assured that ongoing service quality assurance progress, and the use of the Care Inspectorate tools will support and sustain this improvement.

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
1.1 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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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