

John Bellany Day Centre Support Service

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Type of inspection:
Unannounced

Completed on:
19 July 2023

Service provided by:
John Bellany Day Centre, a Scottish
Charitable Incorporated Organisation

Service provider number:
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Service no:
CS2016348676

About the service

The John Bellany Day Centre in Port Seton, East Lothian provides support and activities for older people. It is registered to support up to 18 people a day. There was a new outreach service supporting nine people and respite for their carers, providing shopping with people, attending appointments, community outings and a sitting service. There were 39 people experiencing support with the service during the inspection. The service was registered with the Care Inspectorate on 15 December 2016 and is provided by John Bellany Day Centre.

About the inspection

This was an unannounced inspection which took place on 12 and 13 July 2023. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

We evaluated how well people's health and wellbeing was supported, meaningful activities, as well as quality of management and people's personal plans.

To inform our evaluation we:

- spoke with 12 people using the service, six family members and one professional working with the service.
- spoke with four staff, two volunteers and the manager
- observed the activities at the day centre
- observed how well care staff supported people
- considered the quality of the physical environment
- reviewed documents and electronic records.

Key messages

- People were very satisfied with the quality of the care and support received.
- Staff interacted warmly and respectfully with people.
- Support workers actively encouraged people to engage in meaningful activities.
- The environment was clean, tidy and homely.
- Staff were well trained and supported.
- The manager was competent and approachable.
- People's personal plans were up to date.

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?	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?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the support provided and how this supported positive outcomes for people.

People we spoke to were very satisfied with the quality of the support received. Staff interacted warmly and respectfully with people and knew their history, routines and preferences. People were supported to communicate in a way that was right for them, at their own pace, by people who knew them well. We observed that staff were good at starting conversations with people and enthusiastically discussed topics that people were interested in. If people were anxious, staff supported people in a caring and calming way. When assisting people to move about, staff interacted supportively and with encouragement. This meant people could build trusting relationships at the service. People experiencing support told us "it is the nicest, easiest place to go to," "I really could not do without it, I like the company and the food, a wonderful place" and "it has opened up my life again."

There was plenty of laughter and people were enjoying themselves in the various activities at the day centre. There were visiting entertainers twice a week. Outings had taken place and more regular outings were planned due to having a new and more reliable minibus. People who used the service contributed to planning activities, but the service was also flexible so that they could make changes on the day in response to people's preferences. Relatives said "I took him down to visit one day and he never looked back, he has come out of his shell and is interacting with people," "Mum keeps saying "I really love it," it make such a difference in her life, I can see it in her face" and "there is a sense of calmness and joy, staff get engaged in activities and Mum thinks the staff are having a great time."

The service was engaged with the local community by visits from primary schools and outings to church cafes, pubs and garden centres. There was a new outreach service supporting nine people and respite for carers which undertook shopping with people, attending appointments, community outings and a sitting service. Comments included "they help me remember the appointments and help me to get to appointments such as the doctor" and "they do an outreach service which is absolutely brilliant and we are so appreciative of this and are going to take her shopping on a Friday too." Staff also supported the running of the Longniddry Church Older Peoples Group and the Port Seton Stroke Group. This kept people stimulated, engaged with interests and connected to the community.

The staff interactions were kind and patient; they actively encouraged people to engage in meaningful activities. There were staff and volunteers available for people who needed one to one support for activities; people were not kept waiting or ignored. People were having fun and really valued the social aspect of using the service which was building and maintain meaningful relationships with others. People's comments included "I like the conversation and I like the fact I get picked up and dropped off from home," "you get a good conversation with people; really good company" and "I like coming here and enjoy the company."

The environment was clean and tidy, though retained a welcoming and comfortable setting. Mealtimes were well staffed and people were not kept waiting for their meals or being rushed. Good quality meals were available for people at lunch time. People were informed what was the two-course lunch and alternatives were provided if necessary. Examples of comments are "very good for meals," "the dinners are good" and "if you don't like it, you will get a different choice if you want it." Medication administration was well organised with regular audits. This ensured that people experienced safe and effective medication.

How good is our leadership?**4 - Good**

We evaluated the service as operating at a good level for this key question. There were several strengths with the leadership and quality assurance.

People we spoke to considered that management were approachable and responsive. If there were any concerns regarding people's health and wellbeing, relatives were communicated with quickly. Any incidents were reported thoroughly with actions on improvements where needed. Regular quality audits were taking place, such as medication, finances and the environment. The service sought feedback from relatives and people experiencing support through regular meetings and satisfaction surveys. Newsletters and a Facebook page were also well used to communicate with people. The service needed an improvement plan created as a result of the quality audits and feedback. This plan should show what improvements have been identified, what difference these changes will make to the people using the service and the timescales. This ensures that there is a culture of continuous improvement for people experiencing support.

Staff recruitment needed improving, though safe recruitment processes were being followed. Staffing arrangements worked well; staff had time to provide support with compassion and engaged in meaningful conversations with people. Staff reported good informal support available from their manager. Regular face-to-face supervision sessions and regular team meetings were held to assist communicating effectively with staff. The manager met with volunteers informally but there needed to be a regular system of training and support for volunteers. Training was of good quality with a high level of completion. This ensured people experienced high quality care and support based on relevant guidance and best practice. People experiencing support said "staff are brilliant," "they are a fine bunch" and "there are no bad tempers." Relatives told us "staff seem really good and caring," "they are doing a wonderful job" and "they go out of their way to help."

People's personal plans detailed each area of care, for example, mobility, and set out any needs for support; however, these were not always written in a personalised way. Updates were recorded regularly and promptly as were any changes in actions needed. More information regarding what is important to me was needed to be recorded in personal plans to enable people to get the most out of life. The service also needed to reflect and evaluate the activities provided to ensure that they meet people's needs and aspirations in accordance with their support plans. Six monthly reviews (as required by legislation) were taking place with people experiencing care and their relatives. This ensured that everyone has the opportunity for their views to be heard.

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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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