

Castle Douglas Activity & Resource Centre Support Service

Carlingwark Road
Castle Douglas
DG7 1TH

Telephone: 01556 504 019

Type of inspection: Unannounced
Inspection completed on: 3 August 2017

Service provided by:
Dumfries & Galloway Council

Service provider number:
SP2003003501

Care service number:
CS2003010869

About the service

This service was formally registered with the Care Commission in 2002 and transferred its registration to the Care Inspectorate on 1 April 2011.

Castle Douglas Activity and Resource Centre (ARC) is a purpose-built unit situated in a quiet location close to the town centre of Castle Douglas and is run by Dumfries & Galloway Council. The unit has large grounds with garden space to the rear. It has a workshop (for wood crafts and kindling making) and greenhouse for gardening activities as well as a summer house to provide additional, quiet spaces for people to use outside the main centre. The service also runs a print shop in the town centre which provides work placements and experience.

The centre is registered to provide a service to a maximum of 50 people with learning disabilities and is open Monday to Friday. At the time of the inspection, there were approximately 47 people using the service across the week.

What people told us

A Care Inspectorate inspection volunteer assisted with the second day of the inspection to help gather views from those using the service, their relatives and carers. They spoke to three relative and five service users. We also met informally with other service users and observed interactions with staff.

We received completed care standard questionnaires from eight people using the service and three relatives / carers.

We have included some of the comments received:

"I helped with staff training, it was great".

"I find it easy to talk to staff most of the time".

"I helped choose some paint for the print shop".

"Staff help me to speak up for myself".

"Staff treat you as a person and always there to help".

"I feel the new manager is very approachable, a good listener and very good at explaining things. I am able to see an improvement in the short time she has been in post".

Whilst overall there was some very positive feedback about the staff and quality of service, there were some comments made to us which we fed back to the manager as a concern. Some of the service users we spoke to told us they did not feel they were always spoken to in a manner which they liked and that they sometimes felt this to be demeaning. They also felt that they were not always given a choice of alternative activities when a group had to be cancelled and they were 'Just told' where to go. We discussed these issues as well as feedback from relatives/carers with the manager and felt confident that appropriate action will be taken to address these issues.

We have taken account of service users and relatives views when commenting on each of the quality themes.

Self assessment

The Care Inspectorate has not requested services to complete a self assessment for this inspection year. We looked at the services own improvement plan and quality assurance paperwork to demonstrate their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

| | |
|---|---------------|
| Quality of care and support | 5 - Very Good |
| Quality of environment | not assessed |
| Quality of staffing | not assessed |
| Quality of management and leadership | 5 - Very Good |

What the service does well

We found that Castle Douglas ARC was performing to a very good level in relation to the quality of care and support and management and leadership.

People using the service and their relatives/carers are encouraged to get involved in and give feedback about the quality of the service. We saw that there are various opportunities to participate and give feedback including carers meetings, questionnaires, events, suggestion box, reviews and the members forum.

We saw an excellent piece of work undertaken by staff and people using the service to identify how the service meets the standards of the Charter for Involvement. This charter gives people information about the standards and expectations they should have of their staff and service in an easy read format. We saw that a display had been put together evidencing how the service meets some of the standards and showcasing the ways that people have been supported to not only be involved in their service but also encouraging active citizenship and participation in their local community. This has led to people being more informed about their rights and the expectations they should have of the support they receive. It has also allowed people to celebrate and share their achievements, for example where they have been involved in training, recruitment or community activities. They are able to see this in the display and show/tell others about it.

It was good to see that the service has started to focus more on accessing the local community and identifying people's natural strengths to support them to identify and achieve their personal outcomes. This has resulted in befriending schemes, a volunteer placement and the completion of a Saltire award (for volunteering).

We saw that there were some good systems in place to check the quality of the service and support being provided and these were a focus for the manager to ensure these were further developed to make them more robust. We could see that audits undertaken by a senior manager had raised the some of the same issues that we had found with the support plan documents.

It was good to hear some of the ideas the manager had for the direction of the service which showed a commitment to expanding the range of activities and opportunities, as well as making links with other services

and the wider community for the continued development of the service.

What the service could do better

We found that some of the risk assessments we sampled, did not contain enough information about actual risks /hazards for the individual. We also saw examples where risks had been identified throughout the support plan but did not have a corresponding risk assessment in place. It is important to have clear and detailed information to help staff be aware of risks associated with each individual and how these should be managed. We also saw examples of where incident forms had identified a support need but this information had not been incorporated in their support plan/risk assessments.

Some of the feedback we received identified an area for development in terms of staff interactions. This is something that managers should assess with practice observations of staff and encouraging service users to feedback incidents they are not happy with.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager should ensure that where risks/hazards have been identified for individuals, these are clearly recorded along with information on how to manage and reduce these risks. This information should be available within the support plans and risk assessments to give clear guidance to staff on how to best support people.

National Care Standards - Support services, standard 4 - Support arrangements

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

| Date | Type | Gradings |
|-------------|-------------|-----------------------------------|
| 25 Sep 2014 | Unannounced | Care and support 5 - Very good |

| Date | Type | Gradings | |
|-------------|-------------|--|---|
| | | Environment Staffing Management and leadership | 5 - Very good 5 - Very good 5 - Very good |
| 6 Oct 2011 | Unannounced | Care and support Environment Staffing Management and leadership | 4 - Good Not assessed 5 - Very good Not assessed |
| 17 May 2010 | Announced | Care and support Environment Staffing Management and leadership | 4 - Good Not assessed Not assessed 4 - Good |
| 13 May 2009 | Announced | Care and support Environment Staffing Management and leadership | 4 - Good 4 - Good 5 - Very good 4 - Good |
| 24 Apr 2008 | Announced | Care and support Environment Staffing Management and leadership | 4 - Good 3 - Adequate 3 - Adequate 3 - Adequate |

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Dundee
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