

Bealach House Day Centre Support Service

Old Wood Road
Baillieston
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Type of inspection:
Unannounced

Completed on:
29 June 2023

Service provided by:
Baillieston Community Care Ltd

Service provider number:
SP2003003514

Service no:
CS2003015506

About the service

Bealach House Day Centre service is provided by Baillieston Community Care Ltd. It is a support service for people with dementia. The service provides care and supports between 12 and 16 people per day who are currently aged 65 and over.

The service operates Monday to Friday from 09:00 to 17:00 hours. The service is located within a housing estate in the East End of Glasgow City.

The single storey bungalow comprises of a lounge, dining room, kitchen, toilet facilities with shower, staff room and office. There is a garden area to the front and side of the premises with shrub and flower pots and seating area.

The service aims as stated: - We offer a flexible focused approach to planning your care. We offer support to you and your family at times of need. We offer learning and development opportunities to provide a competent and skilled work force.

About the inspection

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. In making our evaluations of the service we:

- spoke with 12 people using the service and five of their family representatives
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- spoke with four visiting professionals

Key messages

- People using the service were highly satisfied with their support.
- People benefitted from a stable staff group.
- Feedback from people informed how the service was run.
- People enjoyed a range of activities based on their preferences.
- Quality assurance and improvement was well led.

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.

People benefited from building positive relationships at the service. People told us they really enjoyed attending the service. "It gives me something to look forward to, I wouldn't know what to do without it.

People's experience was enhanced by being supported by a small stable staff team. This meant staff understood people's preferences well and were attentive to their needs. Interactions were warm and friendly. It was clear that staff were caring and understood people's needs well. We saw staff support individuals who experience stress and distress effectively.

Meaningful activity promotes wellbeing. People had opportunities to participate in meaningful activities. There was evidence people enjoyed taking part in activities and celebrations including arts and crafts, exercise classes, the Kings coronation event, a country and western day, and outdoor bowls. People told us how much they enjoyed the activities. One person told us "I love the things we do at the centre, and we have many choices". During the inspection we saw people enjoying singing and completing a daily crossword puzzle. One person told us "I really enjoy the crossword puzzle, it keeps my mind active".

The service promoted choice. People who attended the service, were involved in regular committee meetings. This ensured people's views and preferences were taken into account. This ensured people were empowered to evaluate and improve the service and get the best out of their day. People were supported to develop and explore their individuals interests and aspirations. This contributed to peoples wellbeing.

People were sensitively encouraged to increase their access to the local community. Prior to Covid-19 restrictions, outings had taken place. The management planned to reintroduce these. One person told us "The police horses were brought to the centre, I really enjoyed this". It was evident that attending the service had made positive differences to people's lives.

Personal plans gave good detail about each person's care and support needs and how they liked them to be met. These were developed with the involvement of the individual and family representatives where appropriate. Personal plans sampled were informed by relevant risk assessments. This helped ensure peoples support was right for them.

A health professional told us the service was very responsive to people's needs. People could be confident that their dietary preferences and needs were taken into account. Appropriate arrangements were in place to support individuals with their medication needs.

A family member said, "they have been so supportive and involved us throughout, staff are very knowledgeable and have been there for us, they are exceptional", another told us "10 out of 10 service and wouldn't know what to do without them. This demonstrated relatives had the confidence in the staff team.

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.

People can expect to use a service that is well led. Staff told us that the management team were approachable. Regular staff meetings offered an opportunity to express their views. This meant that staff felt listened to.

The service used a range of quality audits to monitor standards. This included personal plans, medication management, and staff training and development. The quality assurance checks informed the service development plan, which was evaluated regularly. This demonstrated a culture of continuous improvement where robust quality assurance processes informed positive change.

People can expect staff to be trained, competent and skilled, and reflect on their practice. Staff benefited from a varied training programme facilitated by a dedicated training manager. A dementia champion and ambassador helped promote good practice in this field.

Feedback surveys, meetings and reviews ensured people using the service and their representative were empowered to inform how the service was run.

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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