

Perth & Kinross Carers Centre's Day Clubs Support Service

The Gateway
North Methven Street
Perth
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Telephone: 01738 567076

Type of inspection: Unannounced
Inspection completed on: 16 January 2018

Service provided by:
Perth & Kinross Association of
Voluntary Service

Service provider number:
SP2005007238

Care service number:
CS2005089320

About the service

This service registered with the Care Inspectorate on 01 April 2011.

Perth & Kinross Carers Centre's Day Clubs is a support service for adults and older people, providing respite for carers and is run by Perth and Kinross Association for Voluntary Service (PKAVS).

It operates the service in two locations, The Gateway in Perth from Monday to Friday and Rattray Hall in Blairgowrie on a Tuesday, Wednesday and Friday.

The stated aims and objectives of the service are: "To provide a high quality of care and choice of activities and outings for those who attend our day clubs, thus providing carers with an opportunity to have a break from their caring role."

At the time of inspection there were 81 people using the service across both locations.

What people told us

People using the service seemed to be very happy with it and consistently told us how much they enjoyed attending the Day Clubs. Some comments we received included:

"I am very happy with the service, look forward to my two days at the centre.

"The service is flexible which really suits me."

"I really enjoy coming to the day club and would not get out as much if I did not attend."

"Very happy with it."

Family members/carers were similarly positive about it and told us:

"They're lovely" (Speaking about the staff team)

"I only have positive things to say." (When talking about the service overall)

Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development and improvement plan as part of this inspection.

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

Throughout our inspection we observed interactions between staff, volunteers and people who attended the Day Clubs that appears to be both natural and relaxed. We felt that there was a very positive atmosphere at both Day Club venues and that staff and volunteers supported people in a person led manner, with a friendly and warm approach.

People had the opportunity to take part in a range of activities that promoted social interaction, exercise and enjoyment. These included, Kwik Curling, a walking group, singing group and musical bingo. All of these activities were inclusive in nature and appeared to be very valued by all of those taking part. People told us that the variety and frequency of the programme provided had increased and this meant that they had more opportunities to exercise and make new friendships.

People had relaxed and enjoyable lunches and told us that they thought that the quality of food provided was very good. Mealtimes were not hurried and there were plenty of choices of things to eat and drink. We were confident that people were able to eat well and enjoyed the food and drink provided.

The Day Clubs had very strong links with a range of key partners and agencies. They had been particularly effective in encouraging people from a range of backgrounds to attend. People told us that the "open approach" of the staff team was a major factor in people feeling comfortable in the Day Clubs' environment.

The service used a range of methods to assess the opinions of people who attend, and their carers, about the quality of the service provided. These included, a sample of views about the activities available each month, evaluations of special events and holidays, and an annual open day consultation event.

The support provided to the staff team, and all of the volunteers within the Day Clubs, was of a high standard. Supervision meetings took place regularly and each member of the team had an annual appraisal. In addition, good quality training and development opportunities was provided to both the regular staff team and volunteers which ensured a safe and consistent support for people attending the Day Clubs.

There was a proactive approach to improving and developing the Day Clubs, led by the management team, involving; people who attend the Clubs, their carers, the staff and volunteers and other key partners. Two very positive examples that we saw and heard about were the development of outside space into a sensory garden and established community links with a local nursery and primary school.

What the service could do better

The personal support plans could be further developed in order to more fully reflect the needs and wishes of people attending the Day Clubs. There were some inconsistencies in the amount of information detailed and, overall, we thought that this was an area that would benefit from a fresh approach. During our inspection, we discussed this with the registered manager and were confident that the service intended to make this a priority within their development and improvement plan.

Risk assessments, including the dependency review information, could be enhanced in order to capture the more specific support required for people attending the Day Clubs. For example, more details about what a particular condition or disability might mean for someone in practical terms when they are at one of the Day Clubs.

We did not think that the current monthly 'contact sheet' was an effective tool for assessing the experiences of people. However, we found that the monthly activities evaluation form (at present filled out by a sample of five people per month) was a more useful method for capturing this information.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
26 Jan 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
1 Feb 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
6 Oct 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
19 Nov 2009	Announced	Care and support 4 - Good Environment Not assessed

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	Not assessed
27 Mar 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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