

# East Kilbride & District Dementia Carers' Group Support Service

169 Pine Crescent  
Greenhills  
East Kilbride  
Glasgow  
G75 9HJ

Telephone: 01355 244123

**Type of inspection:**

Unannounced

**Completed on:**

3 July 2019

**Service provided by:**

East Kilbride & District Dementia  
Carers' Group

**Service provider number:**

SP2010011344

**Service no:**

CS2010272692

## About the service

East Kilbride and District Dementia was registered in March 2011. The service was registered to provide day care to a maximum of six older people with a diagnosis of dementia. The service operates Monday to Saturday from 9am to 4.30pm. Five people were in attendance on the day of the inspection. The majority of people attend the service one or two days a week.

The service is based in a terraced house in the Greenhills area of East Kilbride. Transport is provided by the service to transport people to and from the base as well as to assist with outings.

## What people told us

We spoke with five people who use the service during the inspection who said:-

"We enjoy coming here it gets us out of the house, the staff are great and we like the food. Staff listen to us and we are treated with respect. We are really happy here".

We received fifteen completed Care Inspectorate Questionnaires before the inspection.

All the completed Care Inspectorate questionnaires indicated that they strongly agreed or agreed that overall, they were happy with the quality of care from the service.

We received the following comments from the fifteen returned Care Inspectorate questionnaires:-

'Absolutely brilliant, my relative goes once a week and comes back a different person, staff are brilliant, friendly and amazing at what they do'.

'As a family we are happy with the care given. Our relative always has a good stimulating time and feels safe and likes all the staff '.

'The service provides our relative with an opportunity to enjoy a few days per week with people of similar age and mental health conditions. The staff provide support, activities, days out and a sense of inclusion, enjoyment and fulfilment, we both feel that this group is invaluable and without it my relative would be less outgoing and relaxed'.

'The staff provide a first class service which my relative enjoys. I am so grateful to them as I know my relative is well looked after in safe and friendly environment'.

'Very happy with this service. Unlike other services gets out and about on trips which he loves exercising both body and brain'.

'Loves going here and from the moment she is collected to the moment she gets dropped off the care she is given is excellent. I know she is safe and happy, I cannot praise the staff enough'.

'Enjoys his time in day care and looks forward to it at all times'.

'Feels totally happy and safe when she attends. Staff do an excellent job and I cannot praise them enough. A completely professional and caring organisation'.

' The staff and management team are very respectful in all areas of her care and needs. They always include her in everything that they are doing. Always show her dignity in all areas of her needs. The staff are always very patient and kind and supportive in all areas of her needs'.

' She really enjoys the time she spends at day care. The staff show a real understanding of the needs and care required to support her needs. We are confident that she is well cared for and respected. We keep each other up to date if there are any issues. Communication through the diary system is a real help in recapping of the time she has spent in the group each day she attends. All staff are friendly, approachable and most of all they show patience and understanding with her. A wonderful service'.

' He really loves it. I know that he likes the carers. The activities diary is a great concept and helps with communication between us. My family also like to read it as well as facebook '.

## 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?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	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**

#### People should be treated with compassion, dignity and respect.

We observed people being treated with dignity and respect throughout the inspection. People we talked with spoke very highly of how much they enjoyed coming to the service and this was supported by the very positive comments we received from the returned Care Inspectorate Questionnaires.

#### The way people spend their day should promote feelings of purposefulness and wellbeing.

We saw evidence to demonstrate that people who used this experienced a very good quality of life, for example, trips to Blair Drummond Safari Park, a Maritime Museum trips and day trips out to several locations .

We saw one example of one person asking to visit a place where they previously lived and this was organised for this person, we saw photographs of the visit and the lady was clearly delighted to be there and we found that she shared stories with the new owners about the time she lived there.

This demonstrates how the service supports people's emotional and psychological wellbeing.

We saw the joy on people's faces throughout the inspection, laughing and joking and sharing stories from the past, from the time doing national service to driving a lorry across Scotland.

Clearly, people benefited from the friendships and companionship they had developed from going to the service.

## **People using the service should be sure that their health needs were adequately supported.**

This was provided through ready access to services such as GPs, District Nurses and other health professionals where needed.

The service accessed training in Stoma care from the NHS in order to support one person who needed this specialist support, enabling the person to attend the service and have their needs met with dignity and respect from trained staff.

Effective systems were in place to manage people's medication.

The majority of people were supported to administer their own medication by staff prompting and reminding people to take their medication, this meant that people were being supported to maintain their independence and keep an element of control in their lives.

## **How good is our leadership?**

This key question was not assessed.

## **How good is our staff team?**

This key question was not assessed.

## **How good is our setting?**

This key question was not assessed.

## **How well is our care and support planned?**

**5 - Very Good**

**Care plans should give clear direction on how to deliver people's care and support and ensure that they are reviewed and updated, when there are any changes in their health or circumstances.**

The personal plans seen at this inspection contained very good information, relating to how the person's care and support needs should be met, in a person-centred way and the detail in these were well-known by staff. We could see that where there was a change in the individuals assessed needs then the plans were updated to reflect this. This helped to ensure that people received the care and support they required. We noted that

those using the service or their representatives were involved in the development and ongoing review of these plans.

We thought that the care plans could be further developed by identifying why a particular interest is important to each person, for example, going to church.

We suggested that plans could be further developed around people's social needs and why this is important to people. The care plan audit should focus on the content of plans to ensure the quality of written documentation.

It was clear that staff had a very good understanding of people's needs and wishes. This was due to a low turnover of staff and the low number of people who attended the service .

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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 benefits from their care and support	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good
5.2 Families and carers are involved	5 - Very Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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