

## Birdston Day Care Centre Support Service

Birdston Road  
Milton of Campsie  
Glasgow  
G66 8BY

Telephone: 0141 776 6595

**Type of inspection:**

Unannounced

**Completed on:**

7 June 2018

**Service provided by:**

Pacific Care Limited

**Service provider number:**

SP2003002346

**Service no:**

CS2003000789

## About the service

Birdston Day Care Centre is managed by Pacific Care Ltd., and is a purpose built day care facility for older people. The centre is located in Milton of Campsie overlooking the Campsie hills. The property is well maintained internally with accessible attractive landscaped grounds. Within the centre there are different areas that can be used to support people with a variety of activities. There are plans to further enhance the environment by extending the conservatory area.

The centre can support 35 people at a time and is open seven days a week. On the days of the inspection, there were 35 people attending the service.

The company state 'Birdston Day Care Centre provides a friendly and homely environment where stimulating company and outings are part of everyday life, delivered by trained staff with a genuine interest in the older person'.

## What people told us

Prior to the inspection we issued ten Care Inspectorate questionnaires to people using the service and ten to their carers.

We received nine completed Care Inspectorate questionnaires from people using the service or their carers. All of the people who responded agreed or strongly agreed that they were happy with the service overall.

We spoke to several people using the service on a one to one basis and in small groups. People told us that they were extremely happy with the care and the staff.

Some comments included:

'The service provided to my relative is of an exceptionally high standard. Needs are met professionally and personally'.

'The personal information sheet is very valuable to the family to discuss with our relative what she has done at the centre and this further helps her memory'.

'The activities are varied, stimulating and tailored to people's needs'.

'There is a plan for my relatives needs and he enjoys his time there'.

'The team at Birdston are all very professional and caring'.

'The team are very understanding of the needs of families and are very welcoming'.

'Nothing is an effort to staff'.

'Staff are always smiling'.

'I don't know what I would do without this service'.

'This service is a lifeline for companionship'.

## Self assessment

The Care Inspectorate did not request a self assessment from service providers this year.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	6 - Excellent
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	6 - Excellent
<b>Quality of management and leadership</b>	not assessed

## What the service does well

People attending the day centre had very positive experiences because staff made excellent use of all areas in the centre to maximise opportunities for everyone. Multiple activities took place to account for people's wishes, needs and abilities. Involvement of a variety of volunteers and groups provided diverse and individually tailored stimulation. Activities included reading groups, holistic therapies, intergenerational work, dancing, chair aerobics and reminiscence. Staff also supported people who wished to spend time quietly reading or speaking with staff. Implementation of 'Playlist for Life' into care planning had benefited people with dementia who responded well to music. Regular opportunities to go out allowed people to experience variety in how their time was spent, according to how they felt on the day. Responsive care like this helped people feel valued and listened to. One person told us:

'The care and stimulation we are convinced has stopped mum getting worse'.

Support planning involved the person being supported to ensure that they had a say in their care, upholding their rights. Regular reviews included meaningful discussion about whether desired outcomes had been achieved and if not, what alternative strategies would be beneficial.

Excellent communication meant staff were well informed and confident about individual people's needs and daily priorities. The whole team approach meant that people experienced support and stimulation tailored to their needs from all members of the team. Staff valued their training which they put into practice to support people in a discreet, dignified manner. Staff demonstrated compassionate, skilled practice which led to people's needs being met and rights being upheld. A person said:

'Staff are caring, friendly and make people feel relaxed. Staff show they care about clients'.

There was strong involvement of people who attended the service in ongoing developments. A client committee contributed ideas with regular participation of people during staff recruitment. The use of advocacy services and multiple opportunities to provide feedback contributed to the culture of continually striving to improve how people could be supported to achieve their potential. One person said 'Coming here has made a big difference to me'.

Support planning involved the person being supported and ensured that people had a say in their care, upholding their rights. Regular reviews included meaningful discussion about whether desired outcomes had been achieved and if not, what alternative strategies would be beneficial.

Several people told us 'I don't know what I would do without this service'.

## What the service could do better

The day centre provides an excellent quality of service that promotes positive outcomes for people. Staff should continue to pay attention to detail in relation to how choices of food and drinks are offered to people who may have memory loss.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
20 May 2015	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership 6 - Excellent
31 Aug 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
14 Dec 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
24 Feb 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
26 Mar 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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