

## Acredale House Support Service

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Bathgate  
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Telephone: 01506 634288

Type of inspection: Unannounced  
Inspection completed on: 17 August 2017

**Service provided by:**  
Acredale House

**Service provider number:**  
SP2003003892

**Care service number:**  
CS2007145539

## About the service

Acredale House (referred to in the report as "the service") is registered with the Care Inspectorate to provide a day care service for 50 older people. We were told a maximum of 25 service users attend each day. On the day of the inspection 18 people (referred to in the report as "service users") attended the service.

The service is provided by Acredale House (referred to in the report as "the provider") which is a voluntary organisation and charity and has voluntary board members.

The service is available from Monday to Fridays, excluding public holidays, between the hours of 8am and 4pm. It is occasionally available on a Saturday.

The service is located in Bathgate and is close to public transport and local facilities. Service users are transported to the service by a minibus which the service provides.

The building is on private ground. Accommodation consists of a sitting room, a dining area, a small kitchen, shower room and toilets. There are a selection of small rooms which have recently been refurbished where residents can meet or take part in activities. There is a secure garden for service users' use and there is some car parking to the front of the building.

The aims and objective of the service included:

"To provide high quality day care for older people of Bathgate and surrounding areas. To enable them to have the opportunity to enhance their quality of life through the provision of a range of social and practical support."

During the inspection we saw that support was provided in accordance with the aims and objectives.

## What people told us

During the inspection we met all 18 service users attending during the inspection and spoke individually with nine. We issued 15 questionnaires, which nine service users and three relatives completed and returned to us before the inspection.

Everyone we spoke with or who returned questionnaires held the service in high regard. Service users said they looked forward to coming to the service and enjoyed the social aspects very much. One service user described the service as "first class." More than one service user said they would like to come to the service more often.

Everyone was very complimentary about how skilfully staff supported them and said they were treated in a respectful way that protected their dignity. Staff were described as "caring." Service users were very complimentary about the quality of environment and appreciated the comfortable and friendly surroundings.

Relatives valued the service. They said staff were hard working, sensitive and very good at keeping them informed about important matters.

Those we spoke with could say who they would raise concerns with. However, from questionnaires we saw that a very small number of service users did not know the complaint procedure. One questionnaire also showed a service user disagreed, they were asked their views on how the service could improve. The manager agreed to take account of these views and consider options to continue to raise service user awareness of the daily operation of the service. We will monitor progress at future inspections.

Comments showed some concerns around the reliability of the mini bus and the effect this had on transport arrangement. However, the provider also shared the concerns and had been very proactive in attempting to resolve the matter. At the time of the inspection arrangements were in place for a replacement bus.

## Self assessment

We did not ask the service to submit a self assessment document prior to the 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

At this inspection we found that the provider had made improvements and as a result had met the requirement and recommendation from the previous inspection.

During the inspection we saw service users skilfully supported by an experienced and very well managed group of staff who had enthusiasm to improve the service where possible.

We saw support provided in a welcoming and friendly way that was inclusive to everyone. Very good efforts were made to ensure that everyone enjoyed their day at the service and it was very pleasing to see service users have a happy time.

Service users were offered very good opportunities to engage in a wide range of creative and stimulating activities tailored to their individual preferences. We observed and participated in activities that were genuinely enjoyed by everyone.

The environment had been refurbished and was very homely and relaxing. There was ample space for different activities to take place or for quiet time. Service users were very well supported when they wished to spend time quietly on their own and their choices were respected.

Service users benefited from being supported by staff who had very good knowledge of their support needs and preferences. Support plans reflected service users' support needs accurately and staff gave the planned support skilfully. Very good links had been made with local healthcare professionals to maximise service users' opportunities to maintain their health.

We observed that medication and finance support was carried out safely and in line with the service's policy.

Everyone enjoyed the social aspects of meals shared with fellow service users and this was an important part of their day. They were complimentary about the meals and those living alone said they enjoyed not having to cook when they returned home.

Everyone was complimentary about how very well the service was managed and described the manager as responsive. This responsiveness helped create an open culture. The manager worked directly with service users and staff which helped them hear the views of the service and monitor staff practice.

Staff had formal opportunities to reflect on their work practice, and practice not in keeping with the ethos of the service was challenged. From our observations there was a positive working relationship between staff members and meaningful dialogue and communication was evident.

The manager demonstrated commitment to ensuring service users received very good support. Systems had been developed to gather information which was used to assess the quality of service and this information was being used to produce a service development plan to bring about further improvement.

## What the service could do better

Service users and their families had very good opportunities to share their views of the service and how it could improve. However, it would be better if the outcomes from surveys were formally shared with those who participated. This would help the service demonstrate how survey outcomes were responded to and how the findings were used to influence service development.

Whilst the manager experienced formal appraisal of their work performance, outwith this no formal opportunities were available for ongoing support and supervision. The provider agreed to ensure that the manager received the same opportunities as other staff members to experience the benefit of opportunities to reflect on their work practice. Systems were also being implemented to provide volunteers with formal opportunities to reflect on their work practice.

We acknowledge the hard work and commitment of the voluntary board members who give freely of their time. However, the board needs to improve the strategic capacity and oversight of the service to ensure the long term sustainability and development of the service. We were reassured that the board had started this process and were fully committed to developing this.

The manager was in the process of reviewing all policies and procedures to ensure these reflected current legislation and provided staff with best practice guidance. The manager agreed to ensure that all staff and volunteers were aware of all policies in use at the service and any changes made.

The manager agreed to continue to work with staff to raise awareness of their responsibility to register with the Scottish Social Services Council (SSSC) at the appropriate time. The SSSC is responsible for registering people who work in social services and for regulating their education and training.

The manager planned to continue to develop the content of service users' support plans to ensure the content remains accurate and reflective of service users' support needs and wishes.

The manager and board member took a very positive approach to suggestions for improvement and agreed to implement these. We will monitor progress in implementing the suggestions at future inspections.

## 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	
29 Oct 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Aug 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
28 Apr 2010	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
11 Jun 2009	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
4 Jul 2008	Announced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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