

Nursery Court Day Service Support Service

Nursery Court
Girvan
KA26 9EW

Telephone: 01465 714 017

Type of inspection:
Unannounced

Completed on:
3 March 2023

Service provided by:
South Ayrshire Council

Service provider number:
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CS2003045422

About the service

Nursery Court Day Service is located in the coastal town of Girvan. The service provides a day care service for up to 30 older people and older people living with dementia from 09:00 to 16.30 up to 7 days per week.

The centre is all on the level with good accessibility for people with mobility issues. The outside garden areas that surround the building are enclosed and secure. The inside of the building has been designed to offer people a range of different rooms and facilities to meet their needs and interests. Each environment was thoughtfully set up in a way that stimulated or enhanced particular group or individual activities. This enabled people to experience a large variety of meaningful things to do, including physical activities, music, reminiscence and gardening. Some of the larger rooms, including the dining room, were set up to facilitate stimulating social contact.

About the inspection

This was an unannounced inspection which took place on 1 March 2023. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this 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 four people using the service and four of their family
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- A highly committed, skilled and passionate staff team achieved excellent outcomes for people by providing flexible and enabling person-centred support that was compassionate, inclusive and stimulating.
- External professionals praised the vital role of the service in connecting people to the right health and social care support as and when they needed it.
- A very proactive and skilled leadership team drove very good standards of practice and continuous innovation.
- Leaders promoted genuine participation and worked successfully on developing the service's important role at the heart of the local community.

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 told us that they experienced excellent personal outcomes. This was achieved through a strong culture of compassion and inclusivity that placed individual needs, choices and aspirations at the heart of care and decision-making. A person using the service said "I have very good relationships with staff, particularly my key worker. I can speak to them about things that really matter to me. I look forward to coming every time. It gives me a sense of purpose". A relative said "They brought nothing but joy to us as a family. They go above and beyond everything we would ever have expected".

The service was laid out in a way that created a variety of different environments and facilities, each designed to stimulate different experiences and activities. Examples included indoor and outdoor gardening and food growing areas, a music room, a train and travel reminiscence room and rooms for larger group activities and entertainment. This enabled people to do things that were of particular interest to them, or to have new, stimulating experiences. A person using the service said "the activities are very good and varied". Another person said "I enjoy that the activities are so different from what I do at home. I really enjoy that".

We found various excellent examples of person-centred and outcome focussed care that supported people's physical and mental health. Staff were sensitive to people's emotional needs and individual situations. Leaders promoted a flexible, supportive, respectful and gentle culture of support. This enabled people to overcome anxieties, build their confidence and made them feel welcome and included. A relative said "before coming here she was so isolated. They made it so easy for her. She always used to write poems and they actually put one of hers on the wall. These things are so important".

External professionals valued the service's excellent quality of communication and quick response to referrals. Staff were very aware about the importance of their role in enabling people to have access to healthcare and addressing health inequalities. We spoke to external professionals who praised the service as an "invaluable resource", with a particular strength in working in partnership with others. A mental health nurse said that there had been various examples where observations or assessments from the day centre enabled her to arrange early interventions for people. This helped to avoid worsening health or crisis situations and supported good health outcomes for people.

People's medication was managed safely and technical aids were available to support people's care needs. This included a newly installed hoist to support people with mobility problems to have a shower whilst visiting the day centre.

People's care and support plans were up to date and contained very good, person-centred detail, based on thorough assessments, involvement and participation. People we spoke to confirmed that they felt well informed and that they were given regular opportunities for reviews.

Staff supported people at mealtimes in a way that respected people's individuality, choices and preferences. The atmosphere in the dining room was pleasant and unhurried. Food was well presented and a variety of choices was on offer. Staff shared the tables with people using the service to provide gentle support and social stimulation. This added to the relaxed and respectful atmosphere. A service user said "the food is very good and so is the company".

Staff were aware of current guidelines relating to the Covid-19 pandemic and general infection prevention and control. The service was clean and appropriately tidy. Staff were very competent and had very good knowledge of correct cleaning procedures and products. Effective quality assurance measures were in place to ensure consistently good practice. This helped to keep everybody in the service safe from infection.

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.

Our evaluation was supported by the very positive feedback we received from people using the service, their families and from external professionals. Taken together with our assessments, this showed that leaders provided strong, positive leadership that was focussed on achieving the best possible outcomes for people.

Managers used effective quality assurance processes to maintain consistent high standards of practice. This included detailed self-evaluation and analysis of existing performance, processes and outcomes. This meant that managers were able to set out dynamic, evidence-based service development plans that built on existing strengths to achieve further improvements.

It was particularly positive to see that managers encouraged regular feedback and participation to learn from people and involve them in planning and developing plans for the direction of the service. This empowered service users and families and it also promoted a culture of learning, accountability and responsiveness. A very good example of this was the service's plan to introduce a permanent outreach resource. This was based on positive outcomes and feedback during the pandemic.

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	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	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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