

Garvald Edinburgh Mayfield House Support Service

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Telephone: 01315 412 306

Type of inspection:
Announced (short notice)

Completed on:
13 September 2023

Service provided by:
Garvald Edinburgh

Service provider number:
SP2003003348

Service no:
CS2014324298

About the service

Garvald Mayfield House is registered with the Care Inspectorate to provide a support service without care at home to people with learning disabilities and associated physical disabilities. Some people attend more than one of the day services depending on their chosen workshops and interests. The provider is Garvald Edinburgh.

69 people were using the service at the time of our inspection.

About the inspection

This was a short notice announced inspection. We visited the service on the 31 August 2023 and spoke with relatives and health professionals over the phone week commencing the 4 September. We spent time with the managers, support staff and people who were involved in the different activities. We chatted with people during workshops, learning about their experiences of using the service.

We also sought the views of relatives and some professionals. This inspection was undertaken by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the 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 34 supported people and 10 of their family / friends / representatives.
- Spoke with 30 staff and management.
- Spoke with three health professionals who have regular involvement with the service.
- Attended a representative's meeting with six supported people.
- Attended a staff meeting with 10 staff.
- Observed practice and daily life.
- Reviewed documents.

Key messages

- Positive working relationships have been established through the engagement we observed.
- People enjoyed participating in the variety of activities available at Garvald. They took pride in what they achieved.
- People had a very positive and active involvement in the development of the service, including the recruitment of staff.
- The service was very inclusive, engaging with relatives should support or advocacy be required.
- We identified some areas for improvement with regards to notifications to the Care Inspectorate when accidents and incidents occur.
- Some improvement was needed with the detail of people's personal plans and their reviews.

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
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

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

People told us that they found the carers to be very kind and polite. We spent time observing how carers interacted with people. We saw on many occasions positive interactions which demonstrated that people were treated with dignity, respect, and genuine affection.

The staff team have been trained in Talking Mats, a recognised tool to support people who may have communication difficulties. We saw this being used in practice well and this really helped people to communicate their wishes and choices in a meaningful way.

People told us that they enjoyed participating in meaningful activities both within the service and out in their local community. This included participating in educational, recreational, and social opportunities, such as the kitchen, art and crafts and gardening. Comments from people we spoke with included: "I enjoy coming here. I like all of the activities I do."

People were proud of their involvement and achievements, enhancing their self-esteem and confidence. People were supported to showcase their work at various exhibitions and events, sell at the Garvald shop in Edinburgh 'Garvald Makers' or take them home to give to loved ones. It was evident this gave people a real sense of purpose, and pride.

Staff were motivated to supporting people to achieve their aspirations and wishes while actively promoting new opportunities of learning. Records were maintained to reflect what people enjoyed about the different activities and this fed into people's sixth monthly reviews, focusing on their outcome planning.

Through our discussions with people, their relatives, and staff, we learnt that this service provided more than a day centre environment, it provided very good educational opportunities too. People were supported to learn new things, share their achievements, and develop new skills which they could then fully utilise either with Garvald Mayfield House, at home or somewhere else in the next chapter of their lives.

Good records were maintained by staff for when people had been administered with their prescribed medication. However, the effects of some as required medications had not been recorded, to ensure the outcome of the medication taken has been of benefit to the supported person. We highlighted this with the manager

How good is our leadership?

5 - Very Good

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

A variety of comprehensive quality assurance processes were in place which enabled the management team to have a good oversight of the care delivered to people. This ensured people had confidence that their care was being managed affectively and responded to appropriately.

The service promoted the involvement of people into the delivery of the service to a great level through

facilitating a variety of opportunities. This included, but was not limited to representative meetings, the recruitment of staff, their induction and ongoing training.

Relative and staff satisfaction surveys were undertaken along with a self-evaluation tool which was based on the Care Inspectorate's framework, underpinned by the Health & Social Care Standards. All the above contributed to a well written improvement and development plan.

Leadership was supportive, responsive, and visible, which enabled staff to voice their concerns, share ideas and explore ways to promote resilience. Staff knew that their contribution was valued and recognised by the management of the service. This helped keep people motivated, remain adaptable and to focus on how best to provide care and support.

The staff team responded well to any accidents and incidents which occurred and relevant records were maintained to a high standard. The manager liaised well with external agencies when additional support maybe required. However, accidents and incidents should also be reported to us, a requirement of services registered with the Care Inspectorate. We signposted the manager to the guidance available on the Care Inspectorate's website 'Records that all registered care services (except childminding) must keep and guidance on notification reporting.

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

People benefited from dynamic and aspirational personal plans which consistently informed all aspects of the care and support they experienced. People, and where relevant, their families or those important to them, were fully involved in developing their personal plans.

Personal plans provided a great insight into someone's life; their background, family circumstances, their wishes, choices and aspirations. We found they were written well and comprehensive, with good information to lead and guide staff on how best to support the person. Support plans were of an easy-to-read format, supporting people who may have additional support needs.

The manager acknowledged the review of people's personal plans had fallen behind schedule, but had focused on the review of people's outcomes as a priority. This ensured that the goals people would like to achieve with attending the service were up to date and reflective of their choices and wishes.

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
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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