

Garvald Edinburgh - Gorgie Road Support Service

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Edinburgh
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Telephone: 0131 228 3712

Type of inspection: Unannounced
Inspection completed on: 9 December 2016

Service provided by:
Garvald Edinburgh

Service provider number:
SP2003003348

Care service number:
CS2003014385

About the service

Garvald Edinburgh - Gorgie Road is registered with the care inspectorate to provide a support service without care at home to people with learning disabilities and associated physical disabilities.

The service has expanded and is now delivered across three sites - two located in Gorgie Road and the other at Orwell Place.

Each service has its own dedicated manager and staff team.

Some members attend more than one of the day services depending on their chosen workshops and interests.

The service has a mission statement which includes:

'Our way of working takes inspiration from the work of Rudolf Steiner, in particular Social Therapy. Primarily this is expressed through the type of opportunities we provide, the approach and interdependence we seek to create.

We put Social Therapy into practice -

By giving structure and rhythm to members' lives

By bringing people together, forming a solid community, through common activities or the celebration of events

By insisting on the quality of what the workshops produce: everyone should take pride in achieving the best.

As part of a natural progression from Social Therapy we engage in current thinking and approaches such as the Talking Points methodology, an approach that focuses on outcomes for service-users and carers.

We have a clear focus on the quality of what we produce.

A key part of what we offer is the opportunity for anyone coming to Garvald Edinburgh to have an impact on their environment, and the local and often wider community.

Those coming to Garvald Edinburgh become needed by others and become relied upon to sustain the creativity and range of goods, art and craft work.'

What people told us

We got feedback about the quality of the service from members, relatives, visitors and social workers. This was from the thirty-four returned care standard questionnaires; phone calls and emails.

The feedback was all very positive.

The following comments were made:

'Our son has been attending Garvald for just over a year now. In that time we have been incredibly impressed with the manner of all the caregivers/workshop leaders connected to Garvald. As a consequence our son's confidence has grown and with everyone's support his capabilities ability to follow instructions and direction has grown greatly. This is a fabulous facility for those not able to have an adult independent life however the quality of their days is something worth applauding thanks to the care they receive.'

'Really impressed with the social enterprise aspect of the service. Great atmosphere and a really nice feeling about the place.'

I am very glad that I have been chosen to fill in this questionnaire as it gives me the opportunity to say how delighted I am that my son attends Garvald and with the care he receives. My son's keyworkers communicate with me using a daily diary and phone if there are any particular issues. They are very approachable and make my son's time at Garvald a very happy time. All his needs are strived to be met and they encourage him to try lots of new experiences. Whenever I visit Garvald I am met with a lovely warm atmosphere. It is a very calm place with happy members . It seems to be a diverse and inclusive place.'

'More than happy with the service.'

'Garvald has been amazing at supporting myself and my daughter. She loves attending and has come on loads since going here.'

'Garvald support relative to an exceptionally high level. The care plans are reviewed often and modifications made where required.'

'Garvald provide an excellent service which is a lifeline to its clients and their families.'

'My daughter has attended Garvald Day service for a long time. I have the highest regard for the service they provide. The staff are wonderful and very caring. They are mindful of the needs of all of the people who attend.'

'My son is very positive about attending Garvald. He has chosen work that he likes and they are reviewing how he is getting on and keep in touch with me. Really happy with the service so far. I have knowledge of different services and this seems to be the best for my son. He finds things challenging and supportive, calming atmosphere is good for him.'

'My son looks forward to his work. He enjoys it so much. I don't know what his life or mine would be like without this service - they do such a good job and give so much quality of life and purpose to my son and many more like him - well done.'

'I like Garvald. It is a good place. I like to meet people.'

'I find as my son's guardian that I can approach this service if I have any questions. They are all very helpful.'

'Overall, I am very happy with the service provided. One things that could be improved is communication between the various workshops.'

'Within Garvald our daughter is seen as a valuable member of society. Her abilities are recognised and she has the opportunity to do meaningful work. Care is also taken of her physical health with freshly cooked organic meals daily and exercise is incorporated into daily activities.'

'Garvald's support for my son has been exemplary. They have ensured that he is happy in the work he does and have sought help in every way when we have advised them of changes we believed might benefit him. We have regular review meetings with staff regarding his progress and would have no hesitation in recommending Garvald to other people.'

'I am extremely happy with the interaction that my daughter has with staff and the communications between staff and home.'

'Garvald is a very good service. Only issue is amount of time spent on breaks and sometimes when relative gets away earlier than 4pm makes the day too short.'

'I love going to Garvald. I feel safe and secure. I know all the staff members.'

We received very positive feedback from three social workers about their experience of working with the service to promote good outcomes for its members.

Self assessment

The service provided a very detailed self assessments which told us about the things the service was doing well and also things it would like to improve on.

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

There was a very happy, supportive and inclusive atmosphere at the day services. Members were valued as individuals and for their contributions. People were very well supported to reach their potential and experience new things. The Talking Points Outcomes system had been introduced to support planning, empowering people to have their views heard and choices and interests expressed. Staff used a range of communication formats to support people to express themselves.

Members were represented at board level and in various development groups. The dedicated involvement worker supported people to participate in service development. Members and their relatives told us that they were very happy with the service, talking highly of staff and managers. There was regular communication with relatives.

Positive health and wellbeing outcomes were promoted through offering a range of physical and social activities. Members were involved in baking fresh products and preparing and serving organic meals.

Staff enjoyed working at Garvald and considered that they provided a high quality of care and support to service users.

Staff received a range of training to support them in their work, received regular supervision and had regular team meetings and opportunities to develop their knowledge and skills.

The provider was responding to issues raised by staff. A shared staffing approach in place of 1:1 support was being considered to reduce the intensity for the member and their support staff.

The provider had an operational priorities plan which set out timescales for reviewing and developing key aspects of the service.

The training and development plan was reviewed annually. Improvements to core training and staff induction were planned for as was further training in autism, mental health and dementia. The provider was involved in reviewing and updating policies. This should continue so all are brought up to date.

What the service could do better

The provider was not evidencing that six-monthly reviews of support were being carried out and that risk assessments were being updated following incidents in all cases. We have advised the provider to record who has been invited to the review meetings held with keyworkers. (See requirement 1)

The provider must follow the care inspectorate notifications guidance for reporting events (See requirement 2)

The provider was planning to install a lift at the Gorgie Road service (See recommendation 1)

A managerial structure review was underway with a report due to be submitted to the board of management. This was due to the service expanding and the increasing demands on managers to fulfil all that their job role entails.

Requirements

Number of requirements: 2

1. The provider must evidence that all service users have a minimum six-monthly review of their support needs and that risk assessments are updated following incidents. Further training for staff in using the computerised system will support this.

This is to comply with Scottish Statutory Instruments (SSI) 2011/210 Regulation 5. Personal Plans.

Timescale: Within 16 weeks upon receipt of this report the provider must ensure that all service users' support needs are reviewed on a six-monthly basis and that risk assessments are reviewed following incidents.

2. The provider must ensure that the care inspectorate is notified of events as outlined in the notification guidance for care providers.

Timescale: Within 7 days upon receipt of this report and ongoing.

Recommendations

Number of recommendations: 1

1. The provider should continue to look into having a lift installed in the premises to improve accessibility for those with restricted mobility.

National Care Standards. Support Services. Standard 4.2. Your environment

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
9 Dec 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Nov 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Nov 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Sep 2008	Announced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent

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