

Columcille Support Service

Columcille Centre
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Edinburgh
EH10 4RT

Telephone: 0131 447 7404

Type of inspection: Unannounced
Inspection completed on: 1 June 2017

Service provided by:
Columcille Ltd

Service provider number:
SP2003002596

Care service number:
CS2003011064

About the service

Columcille is registered with the Care Inspectorate to provide day care to 35 adults with learning disabilities and to provide a service to two adults with learning disabilities living in their own homes and in the wider community. At the time of inspection around 70 people were using the service overall. Columcille is a well established day service and celebrates its 21st anniversary this year. Columcille offers a wide range of activities, with support, to adults with learning disabilities. Activities include: gardening, crafts, drama, music, dancing, joinery and work in the café and trips out into the community. The service has its own transport and driver.

The service had a recent variation to its conditions of registration. This was to increase its registered numbers to allow for more flexibility in the provision of the service. Columcille now only operates from premises in the Morningside area of Edinburgh following the closure of the Glenesk Day Service.

The aims and objectives of the service include:

'To provide meaningful creative activities in a supportive environment which encourages communication, individual empowerment and development of skills.

Columcille respects the principles of Rudolf Steiner by aiming to address the needs of the whole person, through offering a sense of community and the opportunity to be actively involved in a range of creative activities.

These are intended to be enjoyable, providing individuals with a sense of purpose, whilst also building confidence and self-esteem.

There is a lively social aspect to each day with opportunities for service users to further develop both social and occupational skills.'

What people told us

The inspector met with the majority of people in attendance, over the two days of inspection. This was through individual discussions in the workshops, through joining the music group and over break times.

Before the inspection took place we sent out 40 care standards questionnaires and 23 were returned to us.

The summarised results showed the following:

There were 100% satisfaction levels in the following areas:

- People being happy with the overall quality of care
- People feeling safe when they are in the service
- People having the equipment to meet their care needs.
- Staff treating people with respect
- Knowing the names of staff
- Confidence that staff have the skills to support them.

The areas where there was potential for improvement were:

- People knowing what was in their support plans or whether their needs were detailed in their plans.

- Understanding of the service's own complaint procedure and the Care Inspectorate's complaint procedure.

One respondent told us that they felt they were benefitting from the support and agreed that they were overall happy with the quality of support but would like some different things to do at Columcille. We passed this on to the manager so that this could be discussed at their review.

We received the following comments from relatives of service users:

'As a family we are most impressed with the service and staff are exceptional in their role. Our relative has attended many centres over the years, however, Columcille is by far outstanding with what it has to offer. Our relative feels safe and happy attending Columcille and speaks fondly of staff members.'

'On behalf of our relative I might highlight the excellent care, respect and support that she receives. Her days at Columcille are fun-filled and the atmosphere is one of support, kindness and love towards her. She is extremely happy here. The staff are extremely considerate in stimulating her through a variety of activities which she enjoys completely and loves to inform her family of what has occurred each day.'

'My relative benefits a lot from the service the centre provides. The staff keep us as family up-to-date with what he is up to and have regular reviews. He has gained confidence since starting and has made friends. The variety of different groups and activities is amazing.'

'I feel the staff enhance the quality of my relative's life, providing varied opportunities to broaden his life, build self-confidence and meet new people. overall they provide him with an excellent service.'

Self assessment

We are not asking services to submit a self assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made, or intend to make since the last 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

There was a warm, welcoming, enabling atmosphere at the service. People told us how much they enjoyed their time at Columcille and staff clearly enjoyed their work and were well supported by management.

We found that people using the service were engaged in meaningful activities which encouraged the development of new skills such as woodwork, arts and crafts and gardening. People were being supported to reach their full potential and 'Talking Points' person-centred care plans were being introduced to support outcome focussed practice. This meant that supported people had the opportunity to discuss things that they would like to do and arrangements were put in place to support them to achieve these. For example some

people worked in the café learning skills in food preparation and customer care. Others had been involved in learning about gardening and developing the shared garden at the back of the premises. This supported engagement with the local community.

Interim reviews were held to evaluate how people were getting on and identify any improvements that could be made.

There were also discussions about any risks and safety issues affecting people and actions detailed as to how safety could be maximised both at the centre and in the community.

For example some people worked in the café learning skills in food preparation and customer care. Others had been involved in learning about gardening and developing the shared garden at the back of the premises. This supported engagement with the local community.

Staff were skilled and well-trained. They adapted support to each person's individual needs and preferences. For example adaptations had been made in the woodwork area to enable a person to work more comfortably and safely. People could participate in various ways. For example, someone might not want to sit with a large group but could still be involved by sitting nearby and listening and seeing what was going.

The manager and staff team had a clear focus on supporting people with care and dignity and encouraging them to participate in a range of events. Team meetings were held regularly to share information and plan ahead for people using the service. The weekly service user meeting was usually well attended and supported each person to express their views and share information. Each person's contribution to the meeting was valued.

The annual questionnaire which service users and/or their relatives completed showed that people enjoyed the activities, the friendly caring staff and the range of activities. The regular music groups encouraged people to participate in a relaxed way, singing and playing instruments. The service carried out reviews of support and relatives were involved in these. This gave people supported the opportunity to meet with the manager and their keyworker to discuss how their support was going and anything that might improve their quality of support.

What the service could do better

We suggested to the manager that a quality audit sheet could be used to regularly check that all aspects of support planning, risk assessments and review information for each person supported were being maintained to the expected standard. Some documents lacked signature and dates so it was difficult to know if information reflected current needs and recent review minutes were not accessible in three of the files sampled (**see recommendation 1**).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that the service carries out a quality audit of all support plans to ensure consistency in the recording, review and planning for each service user's current health and support needs.

National Care Standards for Support Services - Standard 4.1: Support Arrangements

Complaints

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

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

1. Individualised risk assessments related to restraint should be developed to ensure service users' needs are met.

NCS Support Services - Standard 4 Support Arrangements

Inspection report continued

Columcille

This recommendation was made on 20 May 2014.

Action taken on previous recommendation

The provider had addressed this recommendation through ensuring that where any form of restraint was required to keep a person or others safe that this was planned for and documented.

Inspection and grading history

Date	Type	Gradings	
26 May 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Oct 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
10 Nov 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
20 Nov 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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