

Visualise Scotland - Day Service Support Service

Norton Park
57 Albion Road
Edinburgh
EH7 5QY

Telephone: 0131 475 2327

Type of inspection: Announced (short notice)
Inspection completed on: 30 June 2017

Service provided by:
Visualise Scotland t/a Visualise

Service provider number:
SP2003002589

Care service number:
CS2003011027

About the service

The Visualise Day Centre service was first registered in April 2002, to provide a day care and support service for adults with visual impairments and accompanying disabilities. The service is provided from two bases. One is on the second floor of the Norton Park building in Edinburgh and the other base is in Musselburgh. The service operates from 8.30am to 4pm Monday to Friday. The service currently supports seven service users.

Visualise's statement of basis and values states that "Visualise will encourage independent living, provide real life learning opportunities and promote self-help skills. Everyday activities aim to continue to offer learning experiences and stimulation to the service user in an attempt to increase their understanding of the world around them" and "Visualise will ensure that all staff working with a service user will have received training, relating to the particular needs of and provision for any individual service user. Furthermore, Visualise undertakes to provide ongoing development and training for staff in an attempt to ensure the highest possible standards of provision and care for our service users".

What people told us

We spoke with two family members of people who used the service during the inspection.

They told us the following:

'My son always comes back with a smile on his face'.

'The service is a lifeline for my brother. He enjoys getting out and socialising'.

Self assessment

Self-assessments have not been requested for this inspection year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The service provided very good person-centred support to the people using the service. This support was provided in a safe and clean environment at the two centres or out in the community. We saw on our visit that people enjoyed the activities they attended. The family members we spoke with told us that their relatives enjoyed attending the centre. We saw that the support was helping people get out of the house and have a stimulating week. As a result, the people using the service were more confident and living independent lives. Some of their skills such as the co-ordination had also improved.

The staff we spoke with were positive about the service and felt that it was person-centred. The people using the service had positive relationships with the staff and were treated with respect and compassion.

Family members told us that there was good communication from the service and they were regularly involved in reviewing and discussing their relative's support. Families also received regular questionnaires. We also saw that there was regular input from other professionals which enhanced the support.

There were detailed health and safety processes in place which ensured that the centres were a clean and safe environment.

What the service could do better

There were some areas where the service could make some improvements. The current reviews did not record the progress made towards the outcomes identified in the support plan. The service is in the process of moving to new style reviews which will do this, so this will be followed up at the next inspection.

The service should ensure that they continue to obtain feedback through diary notes and reviews. This should then feed in to the overall quality assurance of the service. The service should ensure that they keep families informed of what is done with their feedback.

There were some gaps in the health and safety checks at Norton Park. There was not a record kept of the cleaning schedule. These were correctly completed at the Musselburgh centre. The manager is aware of this and will ensure that the quality of these records at Musselburgh is replicated at Norton Park. Norton Park was also quite cluttered and again the manager will be addressing this.

The environment at Musselburgh was a bit drab and impersonal. The service should look at ways to make it brighter and more stimulating. They should involve service users and families in this.

The service did not submit an annual return for this year. The service should ensure that one is submitted for next year or they may be subject to a requirement.

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.

Inspection and grading history

Date	Type	Gradings
22 Apr 2016	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
17 Apr 2013	Announced (short notice)	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
24 Jun 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
12 Aug 2009	Announced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
17 Sep 2008	Announced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate

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