

Garvald Edinburgh - Gorgie Road Support Service

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Type of inspection:
Announced (short notice)

Completed on:
30 August 2023

Service provided by:
Garvald Edinburgh

Service provider number:
SP2003003348

Service no:
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 is delivered across three sites, two on Gorgie road - Gorgie workshops and Waterside workshops and one in Orwell place - Orwell arts

Each service has its own dedicated manager and staff team. Some people attend more than one of the day services depending on their chosen workshops and interests.

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

About the inspection

This was a short notice announced inspection which took place between 22 and 24 August 2023. We spent time with the manager, support staff and people who were involved in the different activities available to them. We chatted with them during workshops and over lunch, 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 45 supported people and five of their family / friends / representatives
- spoke with 36 staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People praised the quality of the staff who supported them.
- Positive working relationships have been established through the engagement we observed.
- People enjoyed participating in the variety of activities available at Garvald Edinburgh - Gorgie Road. They took pride in what they achieved.
- A positive and inclusive service was experienced by all.
- People had a very positive and active involvement in the development of the service, including the recruitment of staff.

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?	6 - Excellent
How good is our leadership?	6 - Excellent
How well is our care and support planned?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We made an evaluation of excellent for this key question. Sector leading practices supported positive experiences and outcomes for people which were of a high quality. There was a track record of innovative and effective practice.

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

People felt respected and listened to because their wishes and preferences were used to shape how they were supported, including if they wished to decline an aspect of their support. They felt connected within communities. They were enabled to maintain and develop relationships with the people around them, which gave them a sense of belonging.

People told us that they enjoyed participating in meaningful activities. This included participating in the bakery, confectionery, art and crafts and woodwork. Comments from people we spoke with included: "I have been coming here for many years now and I really enjoy all of the workshops I do."

People were proud of their involvement and achievements, enhancing their self-esteem and confidence. People were supported to also sell their hand-crafted products to outside organisations and their own shop 'Garvald Makers' in Edinburgh. 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.

People regularly had fun and were able to get involved in a wide range of activities and interests. They had regular opportunities that promoted their creativity, including through the arts. Staff employ creative approaches to promoting and supporting people's choices.

Photographs of people participating in workshops were on display around the service and those doing artwork often had their creativity on display as part of an exhibition. This provided an opportunity for relatives to view what their loved ones had been doing.

Through our discussions with people, their relatives and staff, we learnt that this service provided more than a day centre environment, it provided excellent 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 Edinburgh - Gorgie Road, at home or somewhere else in the next chapter of their lives.

How good is our leadership?

6 - Excellent

We made an evaluation of excellent for this key question. Sector leading practices supported positive experiences and outcomes for people which were of a high quality. There was a track record of innovative and effective practice.

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 an excellent 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 and Social Care Standards. All of 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.

How well is our care and support planned?

6 - Excellent

We made an evaluation of excellent for this key question. Sector leading practices supported positive experiences and outcomes for people which were of a high quality. There was a track record of innovative and effective practice.

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. Strong leadership, staff competence, meaningful involvement and embedded quality assurance and improvement processes supported this happening.

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.

Risk assessments were person centred and enabled people rather than restrict people's actions or activities.

Six monthly reviews were completed, ensuring people were at the centre with input from their relatives staff and the manager. They were outcome focused with action plans detailing how the staff can support people to reach their goals, accompanied with photographs of their achievements. This enabled the reviews to be very meaningful to the person concerned.

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?	6 - Excellent
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	6 - Excellent

How good is our leadership?	6 - Excellent
2.2 Quality assurance and improvement is led well	6 - Excellent

How well is our care and support planned?	6 - Excellent
5.1 Assessment and personal planning reflects people's outcomes and wishes	6 - Excellent

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