Upward Mobility
Support Service Without Care at Home
Floor B1
The Arts Complex
St Margaret’s House
151 London Road
Edinburgh
EH7 6AE
Telephone: 0131 661 4411

Inspected by: Donald Preston
Type of inspection: Unannounced
Inspection completed on: 18 May 2011
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Service provided by:
Upward Mobility Ltd

Service provider number:
SP2008009555

Care service number:
CS2008168785

Contact details for the inspector who inspected this service:
Donald Preston
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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Environment</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>4</td>
<td>Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>0</td>
<td>N/A</td>
</tr>
</tbody>
</table>

What the service does well
The service provides a creative and supportive place for students to gain confidence, skills, and form positive relationships.

What the service could do better
The service is requiring to finalise it’s plans for the use of space within the environment and to look at the roles within their management structure.

What the service has done since the last inspection
The service has increased the number of students that it supports, has developed some of the spaces it uses in the Art’s Complex and has planned specific training for staff to better support people with autism.

Conclusion
Upward Mobility continues to provide a popular activities based service which has a high level of involvement from the students who go along to the various activities they offer.

Who did this inspection
Donald Preston
Lay assessor:
1 About the service we inspected

Upward Mobility’s beliefs include:

“ Our dream is to make a positive difference in the world.

Aiding one another to make positive decisions, take positive action and live our dreams.

Learn from each other and our differences while promoting individuality.

Build confidence, discover strengths and take care of ourselves, each other and the environment we live in.

Through compassion, understanding and determination, people can work together to build a strong, healthy and supportive community. We believe in finding strength, self-worth and purpose in our ability to help others, regardless of age or disability. This is achievable through teaching, learning, entertaining, listening, playing, acting, creating, reflecting, understanding, supporting and above all, by providing a sense of belonging.”

The service tries to achieve these beliefs and aims through a variety of creative activities on offer to students coming along to the service.

The service was deemed registered with Social Care Social Work Improvement Sc

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 5 - Very Good**
**Quality of Environment - N/A**
**Quality of Staffing - Grade 4 - Good**
**Quality of Management and Leadership - N/A**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out
In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection
During the visit time was spent with students at breaks and in activities. Also five community support workers were spoken to along with a staff member from another organisation who was providing 1:1 support for a student.

Managers / supervisors were also spoken during the visit.

A number of records were looked at including incident / accident reports, weekly updates, student register, new referrals information, student files, and staff files.

Grading the service against quality themes and statements
We inspect and grade elements of care that we call ‘quality themes’. For example, one of the quality themes we might look at is ‘Quality of care and support’. Under each quality theme are ‘quality statements’ which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)
In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues
We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate. The self assessment was completed to a high standard and highlighted many strengths within the service.

Taking the views of people using the care service into account

Many students were spoken to or time was spent with them during workshops or at break times. They were all very happy with what they were doing at Upward Mobility and said good things about the staff who supported them in the activities.

Some of the individual comments were as follows:

"I love coming here ... the staff are great and there is lots of interesting things to do"

"I have been coming from the start and have done many different things which I have enjoyed"

"The service takes an interest and acts on my preferences within my music group"

"I like Upward Mobility a lot"

One person met by the inspector had little or no verbal communication but was being supported by carers from other organisations. In observing them and talking to the carers it was clear that they were relaxed and smiling and involved in the tasks they were doing. The carer said this would not have happened if not happy and the individual was not used to coming into groups, this was a new experience for him.

A carer of another new person who was attending a taster session said that his "face and manner says he is enjoying coming" and also that the "atmosphere was good and staff very welcoming and she felt this service would be good for him"

There were 12 questionnaires sent out with 6 returned with one of these completed by a service users with lots of ticks of being happy with the service.
Taking carers' views into account

There were five questionnaires returned from carers of people who go along to Upward Mobility. With most of the questions being answered with people strongly agreeing that the service was supporting people well. One person didn’t know that students had support plans and three people didn’t know about complaint procedures for Upward Mobility or SCSWIS.

Some comments made by carer’s were as follows

"I am pleased with the placement for my son"

"The place is socially very good for him"

"He seems to have formed positive relationships with staff and student"
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

The service tries hard to involve students in as many ways in the running of the service and looks to get their views on how the service is doing.

Regular student forum meetings are held with staff in attendance but not running the meeting.

The forum’s have led to students being involved in staff induction and getting training themselves in various courses alongside staff members.

Students have also been able to say what changes they would like to the activities on offer through the forum and also during the workshops. The support staff record feedback on a daily basis from the workshops which can be used to change the way it is run or the support that is needed.

Work experience is given in various ways within the service including recruitment and selection; organising events; within the office; and fund raising.

Students are involved in all interviews and talking to staff members this has been a very good experience for all concerned.

Upward Mobility also encourages relatives / carers to be involved in different ways with the service. This includes being on the board, admin tasks and fund raising.

Students and their relatives / carers are involved fully on a regular basis in reviewing the activities and support being provided.
Areas for improvement
This area is one with lots of strength with the service continuously looking to enhance peoples involvement how the service runs and develops in the future.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0

Statement 3
We ensure that service user’s health and wellbeing needs are met.

Service strengths
Upward Mobility sees healthy living as very important. Evidence of this is in the different types of activities which have movement and health as part of them. This includes dance, drama, creative movement, cooking workshops and gardening projects.

People benefit health wise from other workshops that they attend which are encourage expression and communication. These include arts, photography and film making. It was obvious from

Several staff have received Food Hygiene training.

The service has policies in respect of health and safety; food and hygiene; intimate care; and the administration of medication.

The service will gather information about individual students dietary needs at the time they first come to Upward Mobility and this is detailed in their care plans. These will be updated as information is received from relatives / carers or as a result of discussions at reviews.

Health issues identified at this service are passed on to relatives / carers by staff on a regular basis and also discussed at review meetings.

Areas for improvement
This area has many strengths and Upward Mobility are looking at other ways of healthy activity or learning in relation to a healthy lifestyle.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0

Statement 6
People who use, or would like to use the service, and those who are ceasing the service, are fully informed as to what the service provides.

**Service strengths**
Upward Mobility has various things in place to make sure people are well informed and supported if they come along to the service. These include:

- Information leaflet
- New Referrals forms
- Checklist / Tracking Form - a record of what stage referral is at.
- Self assessment - which individual & their carer will complete.
- Allocated worker - to coordinate the introduction to the service.
- Taster Sessions - from which a record is kept from discussions / observations of how an individual has got on in being introduced to a group and any ways of supporting the person
- Review Meeting / Planning for sessions to be attended which will meet peoples needs.

During the visit the inspector observed referral information, assessments, feedback forms and students during taster sessions who then were spoken to, with their carer about how they had got on.

The service has an Information Pack which includes an outline of workshops available, a DVD about what’s on offer and an Upward Mobility t-shirt.

If people decide to stop coming to Upward Mobility or the service is no longer able to provide support to a student ideally they would have a meeting to discuss reasons and support the move on. The service has a cancellation policy which all students and their carers are made aware of when coming along to the service.

**Areas for improvement**
The service currently has a high number of referrals and is managing peoples introductions to the service well. This area of the service has many strengths and has been improved over the last year.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 2: Quality of Environment - NOT ASSESSED
Quality Theme 3: Quality of Staffing
Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths
Some students have been involved in the recruitment of staff and volunteers. They also have come up with questions to be asked at interviews.

The service have had students involved in the induction of new staff members

Feedback is gained through the student forum, the key worker system, individual meetings, questionnaires and review meetings.

Areas for improvement
This area has many strengths and the service need to look at maintaining the high standard and any other ways of involving students in relation to the quality of staff members.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0

Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
Upward mobility has up-to-date policies for recruitment, whistle blowing and service user protection.

All staff members have received induction to the service which includes the mandatory training courses.

Records of training are kept in staff members files.

Support staff and managers stated that they had received formal supervision and regular support from managers within the service.
The service has provided weekly updates by e-mail to all staff to help in the communication of general information about what is happening in the service.

**Areas for improvement**

The service is looking to implement a new system "staff plan" in the near future which will give a way of tracking all staff training along with other benefits in the monitoring of the support being provided.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

**Statement 4**

We ensure that everyone working in the service has an ethos of respect towards service users and each other.

**Service strengths**

The aims of the service are all about respect for the individuals as adults / students and to involve them in all aspects of their activities and the running of Upward Mobility.

The inspector observed staff members showing respect in the way they talked with, about and in the company of students. This was also shown in recordings made in records of activities and care plans.

It was observed that people were involved in choices / discussions about what they wanted to do, encouraged and supported in activities by support staff.

**Areas for improvement**

The service has identified the need to update it’s training / induction to ensure that the ethos of Upward Mobility is made clear to all support workers.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED
4 Other information

Complaints
The recent complaint was upheld and requirements / recommendations were made of the service. Upward Mobility has responded positively to the findings and the issues raised have been fully met.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
5 Summary of grades

<table>
<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<td>Statement 6</td>
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| Quality of Environment - Not Assessed      |

<table>
<thead>
<tr>
<th>Quality of Staffing - 4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
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<td>Statement 4</td>
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| Quality of Management and Leadership - Not Assessed |

6 Inspection and grading history

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<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>12 Oct 2010</td>
<td>Announced</td>
<td>Care and support 5 - Very Good</td>
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<tr>
<td></td>
<td></td>
<td>Environment Not Assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
</tr>
<tr>
<td>11 Mar 2010</td>
<td>Announced</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 2 - Weak</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 3 - Adequate</td>
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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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Read our leaflet ‘How we inspect’. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

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