

# Care service inspection report

Full inspection

## Touchbase Adult Support Services Support Service

43 Middlesex Street  
Kinning Park  
Glasgow

Service provided by: Sense Scotland

Service provider number: SP2003000181

Care service number: CS2003000894

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

### Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

[www.careinspectorate.com](http://www.careinspectorate.com)

 [@careinspect](https://twitter.com/careinspect)

# 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

Quality of care and support	5	Very Good
Quality of environment	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

## What the service does well

Touchbase Adult Support Services has a strong ethos of participation meaning service users and their family's influence the quality of the service provided. There are very good methods in place for service users and family members to give feedback, make comments, and then be informed of the changes as a result. A variety of communication methods are used within the service, ensuring all people who access the service are included.

The service provides a very good level of person centred support to people within the service. Service users are supported to take part in a wide range of activities available within the Touchbase building or within the local community.

## What the service could do better

We found that some of the support plans required more detail and to be more outcome focused. The manager should ensure support plans and risk assessments are completed to a consistent standard. The information should be

up to date and review meetings should take place at least once every six months.

### **What the service has done since the last inspection**

Since the last inspection Sense Scotland's Touchbase premises have been extended. Service users and family members gave their opinion on how best to use the additional space made available to Touchbase Adult Support Services.

Sense Scotland continues to monitor the quality of all services, which includes Touchbase Adult Support Services. They actively seek feedback from service users, family members, staff and other stakeholder in order to improve the outcomes for the people who use the service.

### **Conclusion**

We have concluded from the findings of our inspection that Touchbase Adult Support Services is highly thought of by the service users and families who use the service. It continues to deliver a very good quality of care and support to all of its service users by a skilled and caring staff team.

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at: [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Touchbase Adult Support Services is a service which is operated by Sense Scotland. The service was registered with the Care Commission in April 2002 as Sense Durham Street, a support service for adults with sensory impairment and other disabilities. The service changed its name when it relocated to new purpose-built accommodation in the South of Glasgow.

The building in which the service is based provides bright and accessible accommodation to a range of services provided by Sense Scotland. Each service has its own distinct area with secure access. A range of creative, educational and social activities are available to access within the building. This included dedicated visual art, drama, music and woodcraft space. A café for service users and visitors is situated at the reception area.

More information can be found about Touchbase Adult Support Services on Sense Scotland website [www.sensescotland.org.uk](http://www.sensescotland.org.uk)

## Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

## Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach

in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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 - Grade 5 - Very Good**

**Quality of staffing - Grade 5 - Very Good**

**Quality of management and leadership - Grade 5 - Very Good**

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.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0345 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 low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

We wrote this report following an unannounced inspection. The inspection was carried out by one Care Inspectorate Inspector.

The inspection took place on 29 October 2015 between 11am and 5pm and 30 October 2015 between 10am and 5.30pm. We gave feedback to the Head of Operational Services, Service Manager and two Deputy Managers on 30 October 2015.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the provider to complete and submit to us.

We sent thirty-five care standards questionnaires to the manager to distribute to service users. One service user sent us a completed questionnaire. We also sent twenty care standards questionnaires to the manager to distribute to relatives and carers. Relatives and carers returned seventeen completed questionnaires before the inspection.

We also asked the manager to give out thirty questionnaires to staff and we received thirteen completed questionnaires.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- Head of operational services
- service manager
- two deputy managers

- shift leader
- three family members
- staff members
- service users.

We looked at:

- The service's relevant policies and procedures relevant to the quality statements examined at this inspection
- registration and insurance certificates
- service welcome pack
- individual support plans of people who use the service
- annual satisfaction survey
- participation and involvement policy
- information provided to service users and carers through newsletters and notice boards
- minutes of service user meetings
- medication system and records
- complaints system and records
- accident and incident system and records
- financial system and records
- staff files and training records
- minutes of staff meetings
- repairs log and maintenance records
- quality assurance systems, reports and audits.

We also observed a dining experience at Touchbase. This enabled us to see how staff interacted and supported service users to have an enjoyable experience, and receive the appropriate level of support.

We observed staff supporting service users to participate in their chosen activities throughout the inspection.

We attended the service users Halloween disco and observed a large number of service users and staff enjoying this event. Service users were supported to participate in a variety of Halloween activities of their choice which included dancing and singing.



### 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.firescotland.gov.uk](http://www.firescotland.gov.uk)

## 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 Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider had completed this and with the relevant information included for each heading that we grade services under.

## Taking the views of people using the care service into account

During the inspection the ability of service users to express their views was limited. Observation was used, as were the returned Care Inspectorate Questionnaires which service users had been supported to complete, or completed by their carers.

## Taking carers' views into account

The carers we spoke to were complimentary of the support being received.

Carers responses to questionnaires were mostly complimentary of the service and included the following comments:

- "An amazing service, staff are wonderful and cannot do enough"
- "I have to ask the name of the staff sometime, some staff never introduce themselves"
- "Sense Scotland staff at Touchbase are caring, friendly, understanding"

and have helped our son through the transition process"

- "Staff always inform me how my daughter has been and what she has done on a daily basis"
- "Sense is a first class service; they have been a great support to myself and my husband"
- "The staff are very good and meet my daughter's needs"
- "Security requires to be more vigilant at entry/exit"
- "My daughter appears to enjoy her day at Sense. They are making changes to enable her to participate in more activities"
- "This service is excellent and provides more - always going the extra mile to help, promote his wellbeing and making him feel important"
- "There are times during the week when activities seem to be in short supply"
- "Would like to know in advance who is supporting my son and not just finding out on the day"
- "Overall this is an excellent service and staff are kind and considerate, however communication can be an issue"

### 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

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

At this inspection, we found that the performance of the service was very good for this statement. We concluded this after we spoke with service users, carers and staff, observed practice and examined a range of relevant documentation.

The service had a participation and involvement policy in place. This demonstrated a very good level of involvement and participation with service users and their carers. Touchbase Adult Support Services had a number of processes in place, involving the people who use the service in assessing and improving the individual quality of care and support provided, and also feedback on the service as a whole.

We read the 30th Anniversary brochure which detailed the history of Sense Scotland as well as the current services available. The brochure contained Touchbase Adult Support Services leaflet, plus additional information on adult services. This gave important information about the services available and supported people to make informed choices about what they would like to access.

A leaflet explaining the importance of comments, compliments and complaints was available and provided the procedure to make a complaint. Touchbase used feedback to continuously develop the service. We saw thank you cards that had been received and positive feedback on the Rebound Therapy offered. A suggestion box was also located at the front of the building where written comments, suggestions or complaints could be left.

The service manager told us that an annual satisfaction surveys was completed by service users, carers and other stakeholders. The survey gave people the opportunity to voice their opinion of the service. The feedback received was collated and used to improve the outcomes for people who use the service. This information was also used as part of the services Care Inspectorate self-assessment process.

Service users from Touchbase Adult Support Services had chosen to be part of the One Voice Group. This group met quarterly and was created to bring people together. Meetings were held within three different locations which enabled more service users to attend. The group was a forum for service users to express the views of themselves and those they represented. This was a good opportunity for service users to comment or make any suggestions on how things could be improved. After each meeting the Service Manager met with those who attended the One Voice Group and supported them to feedback the information from the meeting to the wider group. Photographic and video evidence had been used as part of the feedback. The group members also collated information from service users to take back to the next meeting.

Sense Scotland produced a newsletter called Branching Out which was circulated to service users and their families; this allowed the service to share information on relevant topics or issues of interest, special events as well as a What's going on? page. The newsletter also asked for any feedback, comments or questions, which were posted on the feedback page of the newsletter. Information was also shared via Sense Scotland webpage, or by following them on Facebook and Twitter.

## Areas for improvement

We found that support plans were in place for all service users, service users were encouraged with the support of their families to fully participate in the development of their assessment of need, personal support plan, including risk assessments, and practice guidelines. This was done via six month support plan reviews and regular communication with service users and family members.

During the inspection we found that some of the support plans required more detail and to be more outcomes focused. Not all service users reviews had taken place within the 6 month timescale. No reasonable explanation was documented on why these had not taken place. At the feedback session we asked the service manager to ensure support plans and risk assessments were completed to a consistent standard. The information should be up to date and review meetings should take place at least once every 6 months.

The provider should continue to monitor and maintain the very good quality of service user and carers participate in assessing and improving the quality of care and support. The provider should ensure it is rigorous in identifying any areas for improvement and implementing action plans to address these.

## Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 5

"We respond to service users' care and support needs using person centered values."

### Service Strengths

At this inspection, we found that the performance of the service was very good for this statement. We concluded this after we spoke with service users, carers and staff, observed practice and examined a range of relevant documentation.

All service users had support plans that were to be reviewed every six months or earlier if required. We reviewed a sample of six support plans and saw that service user, carers and relevant others, if appropriate, were involved in the development of their assessment of need, personal support plan, including risk assessments, and practice guidelines. An allocated staff member was responsible for individual service users support plans and arranged reviews. We saw from staff training records that most staff had completed person centred support training. From looking at the sample of support plans we saw that support and activities were outcome based, monitored and evaluated to ensure they continued to be enjoyed by service users and met their needs and desired outcomes. All changes and updated information was documented on the Update Tracker within each service users file. Most support plans were completed to a good standard and provided information and risk assessments which enabled staff members to provide an appropriate level of support.

Touchbase Adult Support Services worked alongside family members, additional health care services and multidisciplinary teams. Regular contact with dieticians, occupational therapy and physiotherapy ensured that health needs were closely monitored and service users were supported to maintain good health. Due to the complex condition of the people being supported staff attended additional training, which included training on gastronomy and tracheotomy. The Epilepsy Nurse and a parent from Touchbase had also delivered Epilepsy training to staff specific to her son's condition and needs.

We found the service to be person centred and flexible to meet individual service users needs. The service was available over seven days per week and

staff worked in teams. Service users received one to one support or were supported within small groups. Support could be delivered within Touchbase or within the local community depending on service users, needs and interests.

One parent told us:

"I recently requested an activity to be introduced to my daughter's timetable; this was a one to one activity out in the community. The supervising staff spoke with the Manager, a risk assessment was carried out, and within a week my daughter attended her new activity"

The service was very good at supporting communication needs, they had carried out a communication survey and training needs analysis. A partnership project had been established within the organisation with the aim of developing innovative communication methods and tools. Staff told us they also used symbols, pictures and talking mats. Service user could also attend Communication in the Café, which was a sign language gathering. We observed staff interacting with service users through signing and touch, staff interacted with service users in a manner which service users were at ease communicating with staff. This showed us that staff respected service users as individuals.

We saw that staff promoted independence and choice in all areas. We were told about activities service users had been supported to attend both within and out with the Touchbase building. Service users were being supported to complete their ASDAN qualification whilst at Touchbase. Five service users had identified areas they would like to work in. They now have paid employment within Touchbase, these service users have gain valuable experience, which has increased their confidence and self-esteem.

During the inspection we discussed with the manager Keys to Life and the work that is being completed by Touchbase in this area. For further information we signposted the manager to The Keys to Life <http://www.gov.scot/Resource/0042/00424389.pdf>



### Areas for improvement

The provider should continue to monitor and maintain the very good quality of person centred support. The provider should ensure it is rigorous in identifying any areas for improvement and implementing action plans to address these.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 2: Quality of Environment

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 environment within the service."

#### Service Strengths

At this inspection, we found that the performance of the service was very good for this statement. We concluded this after we spoke with service users, carers and staff, observed practice and examined a range of relevant documentation.

Service users and carers took part in a consultation exercise to give their opinion on how the space made available following the building extension could be best used. The result of the consultation was fed back to all families through the service information sheet.

During the inspection I visited the newly refurbished kitchen area within Touchbase. Following funding being awarded for this, service users chose and ordered the new kitchen units and equipment. The kitchen space enables service users to prepare and cook their lunches whilst at Touchbase. It also provides a well-equipped environment for service users who were completing their ASDAN qualification.

The comments we have made under Quality Theme 1 Statement 1 are also relevant to this statement.

We have given this statement the same grade of 5, Very Good, as Quality Theme 1 Statement 1.

### Areas for improvement

The provider should continue to monitor and maintain the very good quality of service user and carers participate in assessing and improving the quality of the environment within the service. The provider should ensure it is rigorous in identifying any areas for improvement and implementing action plans to address these.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 2

"We make sure that the environment is safe and service users are protected."

### Service Strengths

By observing the environment, speaking with service users, carers and staff, and looking at records, we found that the service had very good systems in place to ensure that the environment was safe and that service users were protected.

The main foyer was a large open space which contained the Touchbase Café. The furnishings and fittings throughout the building were well maintained. Service users and carers were observed to be relaxed and comfortable within the building. The general public could access the café area within the main part of the Touchbase building. When visiting the Café area service users were at all times accompanied by a staff member. One family member told us she had raised concern about the main entry system to the Touchbase building and the security of this. We discussed security and safety with the service manager at the time of the inspection. Access to the Adult Support Services area was secure and controlled; we observed staff using a fob system to gain access to this part of the building.

During the inspection we looked at staff files and spoke to the service manager, we saw that all new members of staff complete a job application form, attend an interview and provide three references. PVG's were completed for all new staff before they commenced employment. We were satisfied that the service had followed safe recruitment practice.

All staff had attended Adult Support and protection training and had the opportunity to discuss any concerns with the shift leader or a senior member of staff.

Regular checks were carried out to ensure safe systems, such as electrical (PAT) testing, (LOLER) Lifting Operations and Lifting Equipment, Lights and Fire Exits. Monthly health and safety audits were completed and records demonstrated that these checks were carried out and necessary actions taken.

We looked at the medication policy and procedure; we saw evidence of medication policies being followed and medication audits were in place. Medication was stored securely as per policy.

During the inspection we observed Infection control procedures were in place and being followed. We discussed with the service manager the lack of a sink and running water within the private room which was used to administer medication. The service had made enquiries but was unable to install a sink within this area. The manager told us that staff used the facility in another room for hand washing prior to administering medication.

## Areas for improvement

During the inspection we looked at the accident and incident procedure and noted how these were completed. These were monitored and any pattern or indications of potential danger led to changes and improvements to minimise future risks.

At the inspection we discussed with the service manager the number of notifications received by the Care Inspectorate from the service. Notifications had been submitted by the service but the service must ensure that the Care Inspectorate is notified of all significant events including accidents and incidents.

The provider should continue to monitor and maintain an environment that is safe and where service users are protected. Identifying any areas for improvement and implementing action plans to address these.

## Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 3: Quality of Staffing

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 staffing in the service."

### Service Strengths

At this inspection, we found that the performance of the service was very good for this statement. We concluded this after we spoke with service users, carers and staff, observed practice and examined a range of relevant documentation.

Service users and carers had the opportunity to take part in the recruitment process of new staff. The involvement included attending the recruitment open day, shortlisting or being on the interview panel. The service manager told us about service users and carers being involved in the recent recruitment of the services Head of Operations.

The service used BSL interpreters, translators and advocacy support when required to ensure that all aspects of language barriers were removed or reduced as far as possible.

The comments we have made under Quality Theme 1 Statement 1 are also relevant to this statement.

We have given this statement the same grade of 5, Very Good, as Quality Theme 1 Statement 1.

### Areas for improvement

The provider should continue to monitor and maintain the very good quality of service user and carers participate in assessing and improving the quality of staffing in the service. The provider should ensure it is rigorous in identifying any areas for improvement and implementing action plans to address these.

**Grade**

5 - Very 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

To assess this statement, we observed staff practice and interactions with service users, looked at training records and supervision notes. We spoke with service users, carers and staff members. We found that the service was demonstrating very good practice in the areas covered by this quality statement.

Sense Scotland - Touchbase Adult Support Services had a number of policies and procedures in place to support an ethos of respect. These included Adult Support and Protection, Dignity at Work, Values and Working Principles and Equality and Diversity.

Each member of staff had access to a copy of the Scottish Social Services Council (SSSC) code of conduct for social care staff. Staff had a working knowledge of the National Care Standards. Staff we spoke with told us they were aware of the whistle blowing policy.

Staff told us they felt supported in their work through team meetings, supervision and training. Staff worked in teams and there was a shift leader on each shift, Staff we spoke to said they felt senior staff were approachable and were happy to ask for further support and use the 'open door' policy, staff could discuss areas of concern in confidence when required.

Staff completed an in-depth induction period when they commenced with Touchbase Adult Support Services. This included an organisational induction focusing on values, principles, respect and dignity. Staff attended training and also completed e-learning, the service manager had a training plan and an overview of the staff training completed. Staff we spoke with confirmed there were a number of training opportunities which they were supported to access. Staff could request specific training relating to the support they were required to deliver to individual service users.



The staff we spoke to and those who returned questionnaires to us stated that they felt they had adequate training, the right skills and knowledge to support service users effectively.

Due to the size of the service the staff worked within groups, senior staff attended meetings then cascaded information through the group they worked within. All staff had the opportunity to attend staff meetings. Staff could contribute items to the agenda for discussion. Minutes of staff meetings evidenced issues discussed and any actions taken. We looked at minutes from the meetings and saw that similar topics were being discussed within all the groups. Staff members who were unable to attend the meetings were kept up to date by reading the minutes. During the inspection staff confirmed that they felt confident in sharing their ideas with colleagues at staff meetings.

From observations and speaking with staff, we thought there was a good staff team and staff clearly enjoyed their work. We spoke with a number of staff who appeared motivated and enthusiastic about their jobs and told us staff morale was good. We found the staff to demonstrate a very good standard of respect towards service users, carers and each other.

## Areas for improvement

From our discussions with staff and looking at supervision records, we noted that staff supervision was not happening consistently in accordance with the organisations policy. Regular supervision for all staff should be re-established.

The provider should continue to monitor and maintain the very good ethos of respect within the organisation. The provider should ensure it is rigorous in identifying any areas for improvement and implementing action plans to address these.

## Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service."

#### Service Strengths

At this inspection, we found that the performance of the service was very good for this statement. We concluded this after we spoke with service users, carers and staff, observed practice and examined a range of relevant documentation.

The comments we have made under Quality Themes 1,2 and 3 Statement 1 are also relevant to this statement.

We have given this statement the same grade of 5, Very Good, as Quality Theme 1 Statement 1.

#### Areas for improvement

The provider should continue to monitor and maintain the very good quality of service user and carer participation in assessing and improving the quality of management and leadership. The provider should ensure it is rigorous in identifying any areas for improvement and implementing action plans to address these.

#### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 3

“To encourage good quality care, we promote leadership values throughout the workforce.”

### Service Strengths

At this inspection, we looked at how the leadership potential of staff within the service was encouraged and developed. We found that the performance of the service was very good for this statement. We concluded this after we spoke with service users, carers and staff, observed practice and examined a range of relevant documentation.

The service aims and values were displayed at the entrance of the building; these were discussed with service users, carers and staff. Each staff member had clear roles and responsibilities and told us they received appropriate training to carry these out. The staff team were supported to complete a Scottish Vocational Qualification or management award relevant to their position within the organisation. Senior staff within Touchbase had completed management training. This was also to be made available to supervisors as an ongoing commitment to improve the quality of leadership and management within the service. This provided staff with the appropriate qualifications to meet and maintain registration with the Scottish Social Services Council (SSSC).

Opportunities were available for staff to take on more responsibilities. We saw that staff were encouraged to develop their leadership skills by representing the service at meetings they attended. Experienced staff acted as Mentors for new staff and students and supported them to learn within the service. Staff development was encouraged within the organisation in order that employees had the knowledge and skills to meet the needs of the people being supported. During the inspection we spoke to a number of staff who had gained internal promotion within the service.

Service users and staff successes were recognised and celebrated, we seen this through the Branching Out Newsletter where we read about ASDAN awards, staff awards and service user graduations.

### Areas for improvement

The provider should continue to monitor and maintain the very good leadership values throughout the workforce. The provider should ensure it is rigorous in identifying any areas for improvement and implementing action plans to address these.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## 4 What the service has done to meet any requirements we made at our last inspection

### Previous requirements

There are no outstanding requirements.

## 5 What the service has done to meet any recommendations we made at our last inspection

### Previous recommendations

There are no outstanding recommendations.

## 6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

## 7 Enforcements

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

## 8 Additional Information

There is no additional information.

## 9 Inspection and grading history

Date	Type	Gradings
13 Feb 2013	Unannounced	Care and support 6 - Excellent Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 6 - Excellent
21 Jun 2011	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership 5 - Very Good
18 Jun 2010	Announced	Care and support 6 - Excellent Environment Not Assessed Staffing 5 - Very Good Management and Leadership Not Assessed
20 Jul 2009	Announced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
19 May 2008	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

You can also read more about our work online.

### Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

[www.careinspectorate.com](http://www.careinspectorate.com)

 @careinspect

### Other languages and formats

**This report is available in other languages and formats on request.**

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.