

Care service inspection report

Full inspection

Lifestyles Service Support Service

Pickaquoy Centre
Muddisdale Road
Kirkwall

Service provided by: Orkney Islands Council

Service provider number: SP2003001951

Care service number: CS2003009100

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.

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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

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

Lifestyles Service is a newly registered service provided in a purpose built facility which is part of the local Pickaquoy sports, arts and leisure complex. Previous learning disability support services had been provided at Keelylang and St. Colm's day centres. The Lifestyles Service shares its facilities with the wider community. This was the service's first inspection.

Lifestyles Service strives to provide person-centred care tailored to the individual needs of each service user. The service is still in its early developmental stages; it has established a clear vision of social inclusion and works closely with service users and their representatives to achieve their preferred outcomes.

One aspect of the service is the provision of employment training for people with learning disabilities and the commitment to developing supported employment opportunities in the local community.

What the service could do better

The service has identified a number of areas of development within its own self assessments. These include further developing person-centred care and opportunities for the wider inclusion of its various stakeholders in contributing ideas and suggestions to the running and improvement of the service.

What the service has done since the last inspection

This was the service's first inspection.

Conclusion

The provider has managed a successful transition to the Lifestyles Service from the previous day care facilities for people with learning disabilities. The service represents a new and exciting era of social inclusion. There is a strong commitment to the delivery of person-centred care. Strong links have already been established with the local community.

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

This service registered with the Care Inspectorate in July 2015.

It is registered to provide a care service to a maximum of 40 adults with learning disabilities.

The service aims to "provide modern learning disability services in Orkney." It also aims to ensure that adults with learning disabilities have more person-centred services with increased meaningful opportunities, in partnership with the local community.

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 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 took place on 20 and 21 June 2016. The inspection feedback session took place on 21 June 2016.

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.

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

We spoke with:

- Six service users
- Unit manager and seven members of staff.

We looked at:

- The Participation Strategy (this is the service's plan for how they will involve service users)
- Aims and objectives of the service
- Personal plans, care reviews and records
- Risk assessments
- Staff training records
- Supervision and appraisal arrangements
- Quality assurance arrangements

- Medication practices
- Observations of staff interactions with service users.

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

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.

Taking the views of people using the care service into account

We received eight Care Standards Questionnaires (CSQs) from service users. Some had been completed with support by relatives and friends. Overall we received high levels of satisfaction with the service provider. One comment included:

"Always happy to attend Lifestyles. Enjoy working on my independence skills. Enjoy the company. Love Lifestyles being part of the Pickaquoy Centre."

We also met with attenders of the St. Colm's facility which has a preparation for employment focus. Service users were very focussed with their activities and proud of the work they were undertaking.

Taking carers' views into account

There were no carers present during our visits to the service.

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

The service is performing to a very good standard in relation to this quality statement.

We reached this conclusion after we spoke with the manager, staff and service users. We looked at results of surveys, minutes of meetings and other relevant documentation.

The very good grade assures that users and carers are routinely involved in service development and evaluation, with a variety of methods used to facilitate their involvement.

There is evidence that the provider has responded positively to service user and carer views and this has resulted in an improvement to the quality of care.

We could see how the manager of the service and his staff team engage with service users and relatives in ways which sought to improve all aspects of the running of the service. It was clear that the manager and his staff team are very focussed and committed to supporting service users and their families to be involved in the ongoing development of the service.

Each service user has a personal support plan put together with the agreement of the service user and relative, as appropriate. These care plans are reviewed

on a regular basis with the service user and a close relative, and a care manager or health professional, as appropriate.

Each service user has a key worker who is responsible for drawing up the personal support plan and maintaining up to date records.

The ethos of the service is very person-centred. Relationships with service users and their families are very good and meaningful.

Taking all of the above into account we concluded that the Lifestyles Service works in a constructive and collaborative way with all of its various stakeholders including service users, their relatives, members of staff and allied professionals.

Areas for improvement

The service's participation strategy indicates that two yearly questionnaires would be issued to stakeholders to seek their views about the performance of the service. This is inconsistent with other Orkney Health and Care service user engagement practices. The Lifestyles Service should seek to issue an annual survey to seek the views of its various stakeholders about ways in which the quality of care and support could be further improved.

The provider also needs to consider how it shares feedback from its surveys and also ways in which it could best evidence how its consultation processes had led to better outcomes for service users.

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

The service was performing to a very good standard in relation to this quality statement.

We reached this conclusion after we spoke with the manager, staff and service users. We looked at a sample of personal plans, care reviews, contacts sheets and other relevant documentation.

Services graded 'very good' have performance characterised by major strengths.

Each service user has a personal support plan that is devised with them, their key worker and, where appropriate, with close family members. The care plans are very detailed and are the key source of information to help inform staff as to the individual care and support needed.

The personal support plans identified goals and 'desired outcomes' for each service user. Ways these desired outcomes could be achieved and the timescales allocated to do so had also been identified.

The manager continues to delegate a variety of roles and responsibilities to members of staff. This ensures that they were both focussed and motivated.

The St. Colm's element of the service has a remit to develop supported employment opportunities. A range of products are being manufactured and sold to members of the public. The service is working actively to develop a social enterprise which will provide ongoing employment opportunities for people with disabilities as well as striving to secure work placements in the wider community.

The service is actively developing close links with the wider community including the local college. Short courses and pathways to independent lifestyles are being offered.

With a varied programme including health and fitness; life and independence skills; therapeutic activities and social activities the service is striving to be creative and dynamic.

One member of staff responded to our Care Standards Questionnaire (CSQ) indicating that; "the service is relatively new and is still in the process of establishing itself. There is a new system of running groups of activities. Some days this runs very well and at other times it doesn't work so well. There are plenty of good staff within the service and the managers are very reasonable and approachable."

Overall we concluded the service has devised a wide range of very effective practices to ensure it responds to service users' care and support needs using person-centred values. Each service user's needs are assessed and the service endeavours to provide a range of specific supports tailored to their individual needs, interests and preferred outcomes.

Areas for improvement

We have mentioned how this is a dynamic and relatively new service. The transition from its previous registered bases has worked well although, inevitably, some aspects of service delivery are still being progressed. The provider needs to consider whether the use of dependency rating assessments - a tool to assess the overall care and support needs of service users - could usefully inform staffing levels at peak periods such as lunchtime when some staff are having their break and the continuing needs of service users needs to be supported and supervised.

We noted that some service users had indicated their preferences to have their weekly programmes changed to reflect their personal circumstances. This was due to either health or age-related matters. The provider, Orkney Health and Care, should review these cases and, where appropriate, ensure that other supports are put in place.

Individual agreements, which outline the terms and conditions of attendance at the support service, need to be amended to detail the circumstances in which an agreement of attendance could be terminated.

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

The findings in this quality statement are similar to those reported on in Quality Statement 1.1. The service is performing to a very good standard in relation to this quality statement.

Areas for improvement

The service should continue to use its various participation arrangements to ensure that all of its stakeholders continue to contribute their views and suggestions about ways in which the quality of the environment - both indoors and outdoors - could be further improved.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

"The environment allows service users to have as positive a quality of life as possible."

Service Strengths

The service was performing to a very good standard in relation to this quality statement.

We reached this conclusion after we spoke with the manager, staff and service users. We toured the premises and looked at relevant documentation.

Services graded 'very good' have performance characterised by major strengths.

The Lifestyles Service represents a new and exciting chapter in the development of learning disability services in Orkney.

The service is located in a purpose built facility adjacent to the local Pickaquoy sports, leisure and community centre in Kirkwall. The facilities are versatile and can be booked and shared with other local public organisations.

The multi-purpose environment is open and airy with a bright outlook on to local public amenities.

The premises are barrier free and those who attend can move around easily. Arrangements have been made to access the local swimming pool and other leisure facilities contained within the same complex. This includes opportunities for service users to lunch in the Pickaquoy Centre.

The premises are clean, hygienic and free from offensive odours and intrusive sounds.

A sensible balance is offered to those who attend in a range of everyday events and activities which balance reasonable risks whilst taking into account the safety and wellbeing of people using the service.

Each service users have their own individual risk assessments which are up to date and reviewed on a regular basis. Services users are encouraged to exercise a wide range of choices in their personal and social lives.

The St. Colm's element of the service is developing a work training programme with a view to promoting supported employment opportunities in the wider community. This is already ensuring positive and beneficial outcomes for service users.

There is a strong ethos of person-centred care which is committed to ensuring that, wherever possible, those who attend the Lifestyles Service can achieve their potential whilst making use of the resources available to them both in the

centre and wider community.

Taking all of the above into account we concluded that the environment allows service users to have as positive a quality of life as possible.

Areas for improvement

Whilst recognising that parts of the premises are available to be shared and booked by other local groups we felt more could be done to personalise the physical environment with appropriate artwork and, indeed, examples of the service users own artistic displays.

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

The findings in this quality statement are similar to those reported on in Quality Statement 1.1. The service is performing to a very good standard in relation to this quality statement.

Areas for improvement

The service should continue to use its various participation arrangements to ensure that all of its stakeholders continue to contribute their views and suggestions about ways in which the quality of the staffing could be further improved.

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

The service was performing to a very good standard in relation to this quality statement.

We reached this conclusion after we looked at a sample of personal plans, care reviews, contacts sheets and other relevant documentation.

The 'very good' grade applies to performance characterised by major strengths.

This grade represents a high standard of performance which should be achievable by all services.

The manager and his team are committed to continuous improvement. They work in close collaboration with their stakeholders to deliver very good standards of person-centred care and support to people who use the Lifestyles Service.

The manager ensures that everyone working in the service has an ethos of respect towards service users and each other. Orkney Health and Care, the service provider, has a strong values-based ethos of care and support. Equality and diversity rights are fundamental to the running of the service and the empowerment of service users.

The service is much valued by service users and their families.

We found that staff are focussed on their duties and keen to continuously seek ways to improve the quality of care and support. Various staff members have been delegated as champions to lead specific roles and responsibilities within the service.

Orkney Health and Care has embedded participative practices which involve all of its stakeholders in contributing their views and suggestions to improve the overall quality of care and support. Staff listen to people using the service, respect their views and act on any views expressed.

We considered that service users are treated with dignity and respect.

We recognise the strong ethos of respect within the service and the very good delivery of person-centred care and support. We concluded the service is performing to a very good standard in respect of this quality statement.

Areas for improvement

The provider should continue to monitor and maintain the very good quality of care. 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

The findings in this quality statement are similar to those reported on in Quality Statement 1.1. The service is performing to a very good standard in relation to this quality statement.

Areas for improvement

The service should continue to use its various participation arrangements to ensure that all of its stakeholders continue to contribute their views and suggestions about ways in which the quality of the management and leadership could be further improved.

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

The service was performing to a very good standard in relation to this quality statement.

We reached this conclusion after we looked at a sample of personal plans, care reviews, contacts sheets and other relevant documentation.

The 'very good' grade applies to performance characterised by major strengths. This grade represents a high standard of performance which should be achievable by all services.

The service's staffing structure has appointed five care co-ordinators to lead various aspects of service delivery. This ensures their roles as lead practitioners and reference points for the wider workforce.

The manager has a strong commitment to staff development. Regular supervision, staff appraisal and training took place. The service has an open culture. Staff are listened to, their views valued and suggestions acted on, wherever possible.

Some staff had been delegated roles to 'champion' various aspects of the services practices (but more could be done to further develop this).

Some members of staff, as part of the SSSC registration obligations, had undertaken SVQ modules in management.

The service offered 'values based training' across the staff group as part of a process of shadowing more experienced colleagues and demonstrating their competency to practice.

The provider's 'All Ages Learning Disabilities' service improvement plan 2016/17 identifies the need to prioritise training in 'Keys to Life' (the Scottish government's national strategy for learning disabilities). The service is committed to embedding supervision and staff appraisals to achieve its staffing targets to promote leadership values throughout the workforce.

Taking all of the above into account we concluded that the service is performing to a very good standard in respect of this quality statement, although more could be done to consolidate the current situation and further achieve improving standards within the service.

Areas for improvement

The provider needed to embed a culture of continuous professional development (CPD) to promote leadership values throughout the workforce to encourage good quality care.

More opportunities for staff to have dedicated time to undertake Orkney Health and Care's iLearn online training should also be made available.

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
19 Sep 2013	Unannounced	Care and support 4 - Good Environment 5 - Very Good Staffing 4 - Good Management and Leadership 4 - Good
27 Feb 2013	Unannounced	Care and support 4 - Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 4 - Good
7 Sep 2010	Announced	Care and support 4 - Good Environment 5 - Very Good Staffing 4 - Good Management and Leadership Not Assessed
21 May 2009	Announced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
22 Apr 2008	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good

		Management and Leadership	4 - Good
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