

South Lanarkshire Lifestyles - Carluke Support Service

St. John's Road
Carluk
ML8 4DD

Telephone: 01555 752811

Type of inspection: Unannounced
Inspection completed on: 19 May 2017

Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2009234825

About the service

The service has been registered since 2009.

South Lanarkshire Lifestyles - Carluke is a support service providing day opportunities for adults with a learning disability, some of whom also have physical disabilities and/or sensory impairments. The service operates in and from the Lifestyles Centre in Carluke. They share the building with South Lanarkshire Leisure and Culture Service. The centre has a range of facilities provided by the leisure services, including a library, IT suite, dance studio/hall, snooker room, and a dining area. The part of the building used primarily by the support service during the day includes meeting rooms, a sensory room, a cinema area, quiet room, kitchen, two well equipped personal care rooms and a laundry room. The building is modern, accessible and spacious and has a courtyard garden area and ample parking. The service offers a varied programme of both centre and community based activities. Some people used the service five days per week, while others used the service for particular activities on particular days. A few people took part in some activities supported by their personal support staff.

What people told us

Comments from people who used the service and their families included;

"Staff do a good job".

"They listen to everything I have to say".

"Support staff are very knowledgeable, obliging and very well mannered".

"My daughter is supervised to a very high standard and I am confident when she attends".

"Support staff treat my daughter, and all others, with respect and dignity as I have observed when I attend for meetings".

"Support staff are very pleasant and very well trained".

"Support staff give my daughter various opportunities and allow her time to make changes if she wishes".

"I would not like to see the closure of the Lifestyles Carluke as I feel this is a very worthy centre and staff are amazing. All staff are a credit".

"My daughter is extremely happy with the service at Lifestyles Carluke and would attend 365 days a year".

"I enjoy attending the lifestyles centre and enjoy learning the crafts".

"I feel comfortable in my surroundings".

"Staff make sure I am okay".

Where service users could not communicate verbally we saw that the staff had very good relationships with them and they appeared relaxed and comfortable with their interaction. Through body language and facial expressions, service users were seen to be happy and content.

Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection.

From this inspection we graded this service as:

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

What the service does well

Activities were personalised and planned, both in the centre and the community to meet each person's individual personal outcomes. The service worked hard to ensure that people were as safe and healthy as they could be, and that activities were meaningful and an enjoyable experience.

Service users, along with families and other professionals were fully involved in identifying their personal outcomes and from this an individualised programme of activities was planned. We spent time with people taking part in activities of their choice and it was evident that this was a positive experience which met their individual outcomes, for example, physiotherapy, a pamper group and arts and crafts.

Service users, families and other partners were fully involved in the review process to ensure the service continued to meet their needs and outcomes and that they were happy with the service provided.

Support staff were motivated and committed and knew the people they supported very well. It was evident that they had built up good relationships with service users and they were observed to support them in a kind, sensitive and caring manner. The training provided ensured that staff were skilled and knowledgeable to meet people's health and well-being needs, such as epilepsy, moving and handling, Adult Protection and medication. This ensured people were supported in a safe and consistent way.

The service continued to look at innovative ways in which they could promote people's rights and keep them as safe as possible. For example, service users were supported to attend the annual conference which included workshops on Human Rights, internet safety, digital passports, health and bogus callers. Presentations were also delivered by Police Scotland, NHS and advocacy partners.

There were many ways in which the quality of the service provided was monitored, which ensured that action could be taken in response to any areas for improvement. The service were always looking at how things could be improved, for example the "workstream" groups which involved staff across services. The groups were currently looking at person centred recruitment and the review format, for example, to evaluate how these processes could be more meaningful for people.

What the service could do better

The service had developed a dependency tool to identify the level of support each service user needed to meet their outcomes. Once completed this will allow them to demonstrate that the staffing levels are sufficient to meet the needs of each service user on a daily basis. The service should continue with this and ensure it is regularly reviewed to reflect the changing needs of service users.

The service were in the process of developing a tool, similar to that of the self-assessment, to evaluate strengths and areas for improvement. We considered this to demonstrate their commitment to continuous improvement and look forward to seeing this at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
22 May 2014	Unannounced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Nov 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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