Scottish Autism, Central Scotland Area Services - Supported Accommodation
Care Home Service

Hilton House
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Telephone: 01259 726628

Type of inspection: Announced (short notice)
Inspection completed on: 30 June 2017

Service provided by:
Scottish Autism

Service provider number:
SP2003000275

Care service number:
CS2003011551

About the service

Scottish Autism Central Scotland Area Services Supported Accommodation is registered by the Care Inspectorate to provide a care home service, for up to 30 adults with autism. The service is provided by Scottish Autism, a voluntary sector provider of services for people with autism.

The service is provided to people living in nine shared houses in Clackmannanshire. The houses vary between two and five people sharing.

The staff team for the care home service can support other people in other local Scottish Autism services.

The service summarises their aims as follows: "Our mission is to enable people living with autism in Scotland through the whole life journey."

What people told us

We met people in three places, and spent time with them and their support staff. As it was not appropriate to interview most people, we saw how they responded to staff support and spent their time. We saw that people were doing activities they enjoyed and that responded positively to the staff. One person told us;
"I like living here. The staff are good. I have my own room."

Two relatives returned questionnaires to us. They both agreed that;
- The support plan tells people about the person and what they like.
- Staff know how to support the person.
- The person feels safe in the service.
- Staff treat the person well.
- I am confident staff have the right training and skills to support the person.
- Staff members have enough time to support and care for the person.
- I am asked for my views on how things can be improved.
- I feel my views are listened to by the service.
- When I tell the service I am unhappy with anything, they do something about it.
- The service helps the person to be as independent as possible.
- Overall I am happy with the quality of care and support the service given to the person.

One relative made the following comments;
"The staff keep me up-to-date with all aspects of my relative's care through having regular meetings and their care plan for him. All the staff are friendly and very good with him. The staff seem to do their jobs well and will ask if they are unsure about anything. If I have any concerns the staff will listen and communicate with each other."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

This is an excellent service that has sustained its very high quality practice and outcomes for people since the last inspection. Further the service had continued to make changes and improvements to its practice for the people it supports.

The whole service was built round understanding how best to support each person with their autism, and as individual personalities. The people were supported very sensitively by familiar staff. The staff spoke very positively how they supported people to make choices and be as independent as possible. The staff in the service continually reflected on what was working well for people, and what needed to change, to enable people to live a fulfilled life. The staff in the service supported people to have a range of activities meaningful to them in their own home, in the community, or the provider's day services. For example some people enjoyed walking, as it was both a positive stimulus and calming for them. So, instead of using cars to get about, the staff accompanied people in walks from their home, and to get to places they wanted in the town.

People were supported in their communication and relationships with other people, and their understanding of their daily routines, with the consistent use of appropriate communication methods. As an example, we saw the symbol timetables being used with people, which assured them about what was happening each day. Also, people were supported in Talk Time discussions with their keyworkers (autism practitioners) to voice their opinions and make decisions about their support and activities, and their agreed goals. These approaches helped people to; communicate more effectively with other people, to understand what was happening in their day, and to reduce any distress and associated challenging behaviours.

People's health and access to healthcare service was supported by the staff liaising closely with healthcare professionals. Staff supported people to explain symptoms to healthcare staff to assist in their treatment. To better support people in appointments the service had adopted an easy-read form to record relevant information and the outcome.

People experienced consistent, high quality support, based upon agreed approaches and risk management strategies. People and their relatives were regularly part of evaluations and reviews of their support. Since the last inspection the service's staff had written people's personal plans in a new format with easier to follow information about people. People's personal plans were both comprehensive and concise, detailing why and how to support each person individually.

As part of the excellent practice in management and leadership the service is committed to continuous improvement in supporting people with all the issues in their lives. As an example, some staff members had written a new policy and guidance on relationships and sexual wellbeing, to both support people with their relationships and ensure their protection too. The policy was also in an easy read format for staff to use with people to talk about issues such as their rights and the support they can expect.

As another example staff were involved in improving practice for better outcomes for people by dealing with issues known to have caused difficulties. A staff improvement group had developed new guidance for better communication in handovers between staff members, and agreed summaries of people's needs for relief staff working with people.

Finally, the service had improved its investigation of medication errors by staff to ensure the medication procedures are adhered to by having well structured investigations with clear outcomes which included; retraining staff, senior staff carrying out regular audits, and consideration of disciplinary action.

What the service could do better

The service was directed to follow the SSSC's Employer Referral Guidance to refer to the SSSC, as soon as possible, any staff members whose behaviour is likely to call into question their fitness to practice.

The service agreed to ask for written epilepsy emergency management plans from the responsible healthcare professionals to replace its own plans in people's person plans.

The service agreed to check that it held copies of certificates, and attached powers, for all Guardianships for people, and that the powers were specific for any actions expected of the service, especially where there was a restriction or restraint in place for a person's welfare.

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	
6 Oct 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 5 - Very good
16 Sep 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 6 - Excellent Not assessed
30 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 6 - Excellent 6 - Excellent
28 Oct 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 6 - Excellent 5 - Very good
7 Nov 2012	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good Not assessed Not assessed
14 Dec 2011	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
16 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
20 Jul 2010	Announced	Care and support Environment Staffing	4 - Good 5 - Very good Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
31 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
14 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
27 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 5 - Very good 5 - Very good
4 Dec 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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