

## East Lothian Autism Support Services Housing Support Service

11 Granton Square  
Edinburgh  
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Telephone: 0131 240 2370

Type of inspection: Unannounced  
Inspection completed on: 22 November 2017

**Service provided by:**  
Autism Initiatives (UK)

**Service provider number:**  
SP2004006462

**Care service number:**  
CS2007156107

## About the service

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 01 April 2011.

East Lothian Autism Support Services is a housing support and care at home service. It is one of a number of services provided by Autism Initiatives, a national provider of services for people with autistic spectrum conditions.

This service works with people living in East Lothian and Midlothian and has an office base in Granton, Edinburgh, though local venues are used for staff business due to the distance to the main office.

There are three teams in total, including Musselburgh as a separate team. East Lothian has one Team Leader and two Senior Support workers, one for East Lothian Housing and Outreach, and then another Senior for the Musselburgh service. The Midlothian service has one Team Leader and one Senior.

At the time of the inspection the service was providing support to people who lived in shared tenancies with communal facilities, some in their own accommodation or living with family and a day care support service in premises in the community.

## What people told us

We visited eight people receiving a service of which three were able to talk to us about the support that they were getting. They all said that the staff were good and enjoyed doing activities with them.

We also spoke to ten relatives and all were very happy with the care and support provided by Autism Initiative. Some of their comments were as follows:

' It is a good service, the support and communication of a high standard and more is now happening for my son'

' The staff always involve him, he is fully consulted on things affecting his life'

' Support workers know him well and are very good at encouraging him to do things that they know he will benefit from but maybe is not keen to participate in'

' There are good carers who are very approachable and any issues are resolved or worked on in a positive manner'

' Staff are very approachable, communication is good - daily recordings ... they will sort issues out quickly if possible'

' The support is absolutely exceptional .... beyond the call of duty. The staff is very open and communication is excellent'

' The group of staff are now very consistent and this helps my son ..... communication is very good and on a regular basis'

and

' I am very happy with the support .... the transition from one support team to another was handled very well'

Everyone said that there are regular reviews and meetings held in respect of their relative.

## Self assessment

We have not requested that providers complete a self assessment during 2017/18. During the inspection visit we took the opportunity to discuss the services progress with their own improvement or development plan. All services should have such a plan as part of their quality assurance.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

Autism Initiative uses a 5 Point Star Framework in relation to the understanding of the people they are supporting. This covers motivation ; sensory perception; understanding ; expectations ; and communication.

It was seen that people who are using the service are encouraged to develop their potential and to be as independent as possible in their homes home and in the community.

It was clear that wherever possible people were involved in decision about their lives.

We found that support plans were of a high standard, with a good layout and comprehensive in their content. The service carries out regular file audits to maintain these standards.

Staff support people to take part in a wide range of activities and outings and were making good use of local resources. Short term and longer term goals are detailed in people's support plans and risk assessments are reviewed regularly.

Within each persons support plans there are Health Pathways covering all aspects of an individuals health needs and detailed recordings of appointments were observed.

The service also has a peer on peer review and effective internal quality assurance processes in place which were observed as part of the inspection.

Staff meetings occur on a regular basis, monthly if possible. Supervision / appraisal schedules were observed. All staff related meeting occur outwith peoples homes.

Training is well organised and monitored through a clear matrix both at the office and within staff teams. An induction book starts off the learning pathway for a new staff member who receives a probation review after six months.

Courses from within the induction / probation were seen to be comprehensive and we were informed by staff and managers that they were beneficial to the support workers role. On-going training is available as identified by service or staff member along with regular refreshers.

Registration for all support staff with the Scottish Social Services Council is now required with condition that staff gained an SVQ qualification within a designated period.

This is a well managed service which provides a very good quality of care and support to autistic people and adapts support according to their individual needs, choices and interests.

## What the service could do better

The service should maintain the high standards of care and support it has achieved and should look to develop a self evaluation which will be required by the Care Inspectorate in the future. This should be in line with the regulators guidelines, the new Health and Social Care Standards and the services own Local Business Continuity Plan.

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

## Inspection and grading history

Date	Type	Gradings	
18 Jul 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
3 Jul 2015	Announced (short notice)	Care and support	3 - Adequate

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
26 Jun 2014	Announced (short notice)	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate
21 Jun 2013	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
14 Mar 2013	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
18 Sep 2012	Announced (short notice)	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	3 - Adequate
23 Nov 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
11 Aug 2009	Announced (short notice)	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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