

New Directions Community Support Services Support Service

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Livingston Village
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Type of inspection: Unannounced
Inspection completed on: 19 March 2018

Service provided by:
New Directions West Lothian

Service provider number:
SP2003002582

Care service number:
CS2003011006

About the service

New Directions Community Support Services provides individual and group day support for adults over 16 years with epilepsy, learning disabilities, autism and other support needs.

The service had recently been granted a variation to include care at home services.

The service aims to support people to get involved in the community and live more independently. It does this by coaching people individually and in small groups to develop skills and confidence. The service is planned to meet individual need and can be for two years or longer periods of time. There is an activity based programme at Bloom House in Livingston and this includes zumba, drama, dance, tae kwon do and individual sessions to help people develop skills such as cooking.

However the service is seeking to move some of these activities into other more local facilities and encourage people to make more use of other community services.

The services mission is to 'work towards achieving full community life for young people and adults experiencing disability, vulnerability or who have a support or care need'.

What people told us

We spoke with people who use the service by attending a lunch club, 1-1 chat and through e-mail contact.

All people we spoke with were very positive about the service and the differences it made to their lives as it supported them to be part of their local community or take part in activities.

Self assessment

We did not ask for a self-assessment to be submitted before 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	3 - Adequate
Quality of management and leadership	not assessed

What the service does well

When we looked at care plans we could see people who used the service had been involved in their development. This resulted in plans that were individual to meet each person's needs. Plans had clear guidance for staff to encourage independence and support service users to maintain and develop new skills.

Detailed support notes meant staff could look back and keep up to date with what service users had been doing and if there were any issues.

A variety of activities encouraged service users to be part of their local community such as volunteering and food shopping. There were also activities in the centre such as cookery, arts crafts and Tae Kwon Do.

We joined the weekly lunch club with service users and staff. There was a relaxed friendly atmosphere with easy chat. It was clear very good relationships had been built and service users were comfortable in staff's company.

A clear plan of weekly support showed what activity or tasks service users had agreed to carry out. This meant service users had consistency and knew what to expect from their support.

Annual questionnaires showed people who used the service were happy with the support they received. Some comments had been included such as:

"brilliant support workers"

"my support worker has been great and consistent as I find change very difficult"

"we have great chats, my worker understands my needs"

"my support worker listens all the time and follows my ideas"

We found staff supported with supervision sessions taking place. Staff were about to have appraisals. This will give them an opportunity to discuss their training and development needs and how these will be met.

What the service could do better

Six monthly reviews were held to discuss support and if the service continued to meet any changing needs. However the paperwork for these was inconsistent with a variety of notes.

We found training was poor and failed to provide staff with the knowledge and skills needed to support service users. We found staff only had adult support and protection training and first aid. We would expect staff to be trained to meet individual needs such as autism, epilepsy and mental health. The service failed to meet their own policy to provide mandatory training such as infection control and food hygiene.

We also looked at induction training. We found a lengthy induction checklist all signed off on the same day. We would question the quality of this induction as we would expect time to be spent on each area of learning to ensure staff were given in-depth information to give them confidence and knowledge to carry out their role.

We found there was no evidence new staff had opportunities to shadow experienced staff, what they observed and what they were observed doing. This would ensure new staff had an understanding of their role and what was expected of them. We would expect all staff to be regularly observed to ensure they continued to put their training into practice.

The services own policy stated there should be a review meeting with new staff at four-six weeks but we found this did not take place. This would be an opportunity to discuss progress and if the staff member felt they needed more support or training.

(see requirement)

Team meetings were taking place however there was no evidence staff had been given an opportunity to contribute their ideas and opinions. Staff we spoke with told us they did not feel involved in team meetings. This is a chance to engage with staff that is lost.

(See recommendation)

We suggested to the management team that staff were given the opportunity to complete a questionnaire or survey to gather their views and thoughts on areas such as the quality of the service, training, support they get and management. The results should have an action plan developed to deal with any issues staff raised.

Requirements

Number of requirements: 1

1. The provider must ensure all staff have mandatory training and refresher training. Staff must have training to enable them to support people with their individual support needs such as autism, epilepsy and mental health. This is to comply with SSI 2011/210 15 Staffing

A provider must:

(b)ensure that persons employed in the provision of the care service receive

(i)training appropriate to the work they are to perform

Timescale: All staff to have appropriate training by 30 September 2018

Recommendations

Number of recommendations: 1

1. Minutes of team meetings should show staff have been involved in discussions and agreements.

National Care Standards, Support Services, Standard 2, Management and Staffing Arrangements

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
13 Dec 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
12 Feb 2016	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
21 Jan 2013	Announced (short notice)	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
1 Sep 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
3 Jun 2009	Announced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
3 Jun 2009	Announced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
7 May 2008	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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