

## Access Ability Housing Support Service

6 Wheatley Road  
Saltcoats  
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Telephone: 01294 470480

Type of inspection: Announced (short notice)  
Inspection completed on: 15 June 2018

**Service provided by:**  
North Ayrshire Forum on Disability a  
Company Limited by Guarantee

**Service provider number:**  
SP2011011448

**Care service number:**  
CS2011281577

## About the service

Access Ability is a non-profit organisation operated by a registered charity North Ayrshire forum on Disability (NAFOD). The organisation has a management committee which includes service users. The service provides a Housing support and Care at Home service to adults with physical and/or mental health issues in the North Ayrshire Council are. The service has an office base in the town of Saltcoats Ayrshire.

The service was previously registered with the Care commission and transferred its registration to the Care Inspectorate in 2011.

the service mission statement includes:

'NAFOD/Access Ability will adopt a person centred approach to deliver a quality Support Service to all designated service users. We will do so following a consultation with service users, family carers and statutory agencies to deliver agreed levels of support that will be progressive, enabling and allow individuals to achieve their full potential and retain independence in their own home'.

## What people told us

We sought comments and views about the quality of service provided by asking the service to distribute questionnaires on our behalf to people who use the service and their relative/carer. We also visited people in their homes and contacted people by telephone.

We were told that the service was reliable and staff were conscientious and caring. We were given examples of how care at home staff responded to people's changing support needs in a flexible and compassionate way. Some of the comments made to support these findings included:

'This is a very good service and everyone is very helpful. I could not manage without it'

'I rally admire all the care staff I have had over the last couple of years. Every one does there utmost to help and comfort if and when needed'.

'This is an excellent service'.

'I am so happy with staff they show me so much respect and making sure I am OK'.

'The support service is fantastic'.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed with the manager how their own quality assurance processes could be used to inform an overall development plan for the service which identified priorities for improvement and development.

## 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

The service had a very strong commitment to involving people they supported at all levels of the organisation to ensure their views were sought and taken into account. People using the service were fully involved in decision making about their own support and how this was delivered. Four service users represented the service on the managing committee of North Ayrshire Forum on Disability (NAFOD), to whom the service reported. This committee's remit included the allocation of budgets to the various groups and services under their umbrella which included Access Ability. People using the service could choose to be part of the Core Group who considered specific service developments and had been involved in developing the new outcome focused support plans. The Focus Group, which involved service users and staff, had a development day to consider how the service performed against the new Health and Social Care Standards and where improvements could be made. This informed the service development and improvement plan. People we spoke with told us 'I like being involved the groups it gives me a purpose and makes me feel valued' another told us 'I know my opinion matters and I will be listened to'.

The service worked closely with the Social Work Mental Health Team who were the source of the majority of the service referrals. A manager from this team described the service as 'excellent' and had examples of excellent outcomes achieved by people being supported. The service was involved with the Social Work Mental Health Team in piloting a new initiative with the Recovery and Wellbeing College. A person receiving support from the service was involved in this initiative and was considered to have played a major role in its development.

People receiving support had plans in place which were person centred, detailed and provided clear direction to staff on how individuals' support should be delivered. They stated how individuals' independence was promoted and achieved. We saw a number of excellent outcomes being achieved which had enhanced peoples' overall health and wellbeing. We saw how staff had work closely with people they supported to build confidence and independence resulting in them being able to access other community services and resources with little or not support from the service.

People participated in reviews of their support arrangement at least three monthly. This provided an opportunity for them to adjust support plans, if needed, and to reflect on any decisions made and agreed outcomes. Individual risk assessments took into account the activities people participated in and how they chose to live their lives showing the risk reduction measures taken.

People were very happy with all aspects of the service provided and were very grateful for the high level of support they received from their allocated support worker and other members of the team. We spoke with people on the telephone, visited people in their own homes and received questionnaires from people who received support from the service. The comments made by people were overwhelmingly positive describing the service as 'life changing', 'my lifeline', 'I can't believe what I am achieving today compared to a year ago, 'I simply wouldn't be here today without the on going support I receive'.

People receiving support could be confident that staff were recruited following Safer Recruitment Guidance and received comprehensive induction. We examined staff training and supervision records and found staff to be appropriately trained in a range of role-specific subjects. Each member of staff had an individual training and development plan. Training was delivered by face to face trainers, e-learning and self-study. All staff had been registered with the Scottish Social Services Council.

There was a clear culture of learning and development within the team. This was supported with monthly team meeting incorporating development sessions which could involve invited speakers or reviewing new practice guidance and policies. Staff were enthusiastic and keen to embrace the many complex situations presented to them. They were motivated to enhance their skills and learning in order to provide the best level of service possible. The service had introduced a system to allow staff to reflect on training provided and how this would inform and improve practice.

## What the service could do better

Although the service had introduced a system where staff reflected on the training they completed this was not fully established and required further development.

All staff had individual training plans for the forthcoming year however, we felt there could be more clearly linked to discussions in individuals supervision and appraisals.

## 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
6 Jun 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 6 - Excellent
20 Jul 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good Not assessed
8 May 2015	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
26 May 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
16 Jul 2013	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
6 Nov 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
28 Jul 2011	Announced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good 5 - Very good

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