

Abbie Resource Base Support Service

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Type of inspection: Unannounced
Inspection completed on: 24 May 2018

Service provided by:
Scottish Autism

Service provider number:
SP2003000275

Care service number:
CS2003000889

About the service

Abbie Resource Base is a day care service for adults with autism provided by Scottish Autism. The service benefits from spacious accommodation on the second floor of the Abercrombie Business Centre in the East End of Glasgow.

The Abbie Resource Centre's aims are available in pictorial format and are as follows:-

- To provide a service that promotes advocacy and decision making through advocacy meetings, communication sessions and social stories.
- Help and support will be provided at all times by staff and all service users have an allocated key worker.
- Opportunities including education, social and practical skills will be discussed with service users and implemented into weekly timetables.
- All individuals will have an opportunity to build friendships with peers and will be supported in doing so.
- All individuals will be supported in the use of accessing community facilities geared towards their own specific needs and interests.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

What people told us

"It's good here."

"all staff are nice."

"staff are always in tune with the person they are working with including knowing when they are not well."

"staff really listen to me."

Self assessment

The Care Inspectorate had not requested a self assessment for this inspection year.

From this inspection we graded this service as:

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

What the service does well

The service actively involved service users in their own support from the point of initial interview, through using the service as service users were seen as experts of their own experiences, needs and wishes. Relatives said that this was important in designing unique support through good involvement and partnership strategies.

This approach resulted in many examples of how staff achieved excellent outcomes such as choices, dignity and self-worth for service users, particularly with the transition of young people from school and the wide range of supports to enable a smooth progression to adult services. This approach had enabled staff to assess the quality of support with ongoing feedback and suggestions. People we spoke to felt they have a say in their own support, for example staff helping a person successfully use a restaurant for the first time. Staff worked with each person to hear what was important to them to make sure that they were fully involved in the development of their own support and what changes and goals they wanted to make in their lives. Other excellent outcomes successfully achieved with inclusion in community life included using a local gym and regularly hosting a local radio show.

Support plans were creatively completed with people in a range of formats including excellent communication with relatives. We saw that service users had clear information on their rights and responsibilities and what was acceptable and what wasn't. Risk taking was recognised by staff as part of every day life and described many outcomes achieved by helping people to feel safe and secure without being over-protective. This was reflected in the positive comments from people using the service about staff.

Staff were seen to follow advice and guidance from specialist staff and families. Staff felt valued and respected to provide quality support. The staff team valued the training opportunities and were positive regarding the range of specialist knowledge which consistently informed the way in which support delivered. Generally, the training enabled staff to have an increased awareness of service users' rights and we observed excellent relationships with staff continually changing approaches to meet individual needs. We could see that staff knew and responded to people as individuals and were tuned into unique needs.

We were confident that strategies staff used build on people's confidences by spending time working with each individual when doing things that keep a focus on opportunities that mattered to service users.

What the service could do better

The service plans to maintain and build on the very good practice we found at this inspection. They want to promote innovative ideas to continue to improve the service. A service improvement plan developed with service users looks at all aspects of the service. Information is continually shared to ensure that it meets expectations laid out by arranging development days to enable all information to be shared when taking decisions.

The service plans to maintain and build on the excellent practice in involving people in improving support. They know that to do this they will need to continue to be flexible about the ways they involve people and look at innovative ways they can encourage people to be as involved as possible.

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
3 Jul 2015	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
28 May 2012	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
27 Apr 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
6 Aug 2009	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
9 Jul 2008	Announced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good

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