care inspectorate

Lilybank Resource Centre
Support Service

Arbroath Road
Forfar
DD8 2JJ

Telephone: 01307 473093

Type of inspection:
Unannounced

Completed on:
10 July 2018

Service provided by:
Angus Council

Service provider number:
SP2003000043

Service no:
CS2003000365

HAPPY TO TRANSLATE

About the service

Lilybank resource Centre is based in Forfar and provides a service to a maximum of 50 adults with learning disabilities. The service is provided by Angus Council and their aims and objectives were to promote independence and development of personal potential. The philosophy being that the centre is a place that service users can use as a base from which to go out and use local community facilities.

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

What people told us

During this inspection we spoke informally with people who were using the service and observed interactions between people. we also spoke with some families and carers.

We observed a friendly, relaxed atmosphere with lots of friendly chatter between people. People were very keen to show us and tell us what they did. People told us:

'I come every day...I'm helping with health and safety today.'

'I enjoy coming to Lilybank.'

'Absolutely fabulous.'

'It ticks all the boxes.'

'Its like an extension to the family...I know my relative is safe.'

'Staff know my relative very well.'

'My relative likes coming to the centre.'

'My relative enjoys spending time with staff members X and Y.'

'We are always kept up to date.'

'I am confident that staff will provide me with the information I need.'

'Coming to the centre has made a difference to all our lives.'

Self assessment

The service was not asked to submit a self assessment prior to this inspection. During this inspection we discussed areas of strengths and plans for further improvement with the manager.

From this inspection we graded this service as:

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

What the service does well

People could be confident that they would benefit from a culture of continuous improvement. This service had a track record of innovative, effective practice across a wide range of activities that was driven by the needs of the people who use the service.

Support was flexible to meet peoples needs which had made a difference to people who had experienced changes in their health and wellbeing or other changes in their lives. Family members confirmed that the flexibility of the service was driven by the persons needs at that time and that it provided structure and predictability to weekly routines which were important to people, helping them to feel safe and secure.

People had personal plans that were right for them because they set out how their needs would be met, as well as their wishes and choices. We saw that staff had worked hard to introduce a range of person centred tools and documentation that helped to highlight and focus on individual outcomes with people. The service was very much planned around what was important to the person and what they wanted to achieve.

People were supported to communicate in a way that was right for them, at their own pace and by people who were sensitive to them and their needs. We saw that staff were experienced using a range of tools to help people express themselves. For example talking mats, board maker, makaton and a range of technology. There was excellent evidence within support files to explain how people could be supported to make decisions taking into account communication differences. We observed staff using alternative methods of communication confidently and competently.

People should expect to be actively encouraged to be involved in improving the service they use in a spirit of genuine partnership. We saw minutes of regular meetings for people who use the service and for their families and carers. This provided opportunities for people to express their views and to hear about progress within the service. People we spoke to described working in partnership with staff when planning and evaluating outcomes.

People could choose from a range of activities and opportunities that helped them enjoy an active life. This included a range of recreational, social, creative, physical and learning activities. For example some people had been thrilled to perform at the Edinburgh fringe last year and were already looking forward to a return visit this year. This activity of storytelling had really engaged people and they were successfully performing stories to schools and invited to events and meetings to demonstrate their skills in this area. Other people had reduced

their time using the service as they had moved on to volunteering and work placements in their local communities.

Plans were in progress to develop a 'café enterprise' within the centre itself which would fully involve people who use the service in the planning and preparing of snacks and mealtime menus as well as learn further money skills all of which could provide a pathway to other opportunities.

The service was working towards autism accreditation. This involved an overall evaluation of the service including staff skills, environment, communication and activities.

People could be confident that staff were trained, competent and skilled and that they were able to reflect on their practice and follow their professional and organisational codes. Staff had access to a range of training and development opportunities which were designed to help them support individuals who used the service. Staff told us they felt very well supported and that they were encouraged to develop their skills, knowledge and leadership capabilities in a variety of ways. We observed a staff team who were enthusiastic, motivated and respectful who knew people well and supported people in a person centred manner. This view was supported by families and carers we spoke to.

People were extremely happy with the support they received from the staff and were very keen to participate in the inspection. Throughout this inspection we observed excellent relationships between staff, people who used the service and family members.

What the service could do better

The areas for improvement described here are those identified by the service as areas they wish to improve upon for the people who use the service.

We heard about consultation with people around the review process and how people wanted to plan for their reviews. The use of photographs and short video clips of people enjoying activities would help to bring formal review meetings 'alive' and engage people more meaningfully in some cases. We look forward to seeing and hearing how this develops at our next inspection.

As described above, there were a number of ways that people could get involved in the development of the service. The manager planned to develop an overall service improvement plan that could be displayed within the centre in a format that people would engage with.

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	
14 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
21 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
30 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
2 Mar 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
17 Jun 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good

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