

Aberdeenshire Council Shared Lives Scheme Adult Placement Service

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Type of inspection:

Unannounced

Completed on:

2 July 2018

Service provided by:

Aberdeenshire Council

Service provider number:

SP2003000029

Service no:

CS2006131306

About the service

Aberdeenshire Council Shared Lives Scheme is an adult placement service. These services provide or arrange accommodation for vulnerable adults in the homes of families or individuals, together with personal care, personal support, counselling or other help. The adult placement service recruits people living in the community and approves them as adult placement carers, who are self-employed. Shared Lives placements can be a permanent (or long-term) placement, a respite (or short break) placement or day support.

The service is provided by Aberdeenshire Council and is available mainly to people in Aberdeenshire. The staff office base is in Council offices near the centre of Stonehaven. At the time of the inspection the scheme had 20 sets of carers (comprising 32 individuals) and 26 clients (people experiencing care).

The aims and objectives of the service are based on the principles of providing person-centred support to adults with disabilities. These are the 'promotion of the individual's right to live an ordinary and independent life in the community and to enjoy all the rights and responsibilities of citizenship'.

The service has been registered since 10 January 2008.

What people told us

We obtained feedback from a total of 10 family members, two Shared Lives carers and five people experiencing care. This was in the form of six questionnaires, two telephone calls and five face to face discussions. Most of these took place at an activity weekend at Glenmore Lodge in the Highlands.

The feedback we received was overwhelmingly positive. Family members felt the weekends away allowed opportunities to mix with others and for their relatives to improve self-confidence and to have social opportunities. Another felt her son would do things on the weekend away that he wouldn't normally do. Comments included:

- 'I feel happy and supported in my placement. My views are discussed and taken into account.'
- 'The service does everything it can to ensure that the service user receives excellent support for his health and wellbeing. It is an excellent service.'
- 'Brilliant...flexible...so professional...service-led...know him really well.'
- 'Really good...love it...very thoughtful...included in discussions...realise you're not alone.'
- 'Inclusive service.'
- 'I enjoyed the canoeing.'
- 'Lovely staff.'

Carers described the level of support as good - they saw a member of staff most months. They were happy with their training and annual reviews. One described the service as flexible and responsive and had no suggestions for improvement. Another described the staff as brilliant and said they always asked what they could do to help. A third said they were involved in their reviews and that their views were listened to. They had regular visits from staff. One carer felt there was scope for more training in communication and that support of people with profound and multiple learning disabilities needed further consideration.

Self assessment

We did not ask providers to submit self assessments this year but reviewed their own improvement and development plans.

From this inspection we graded this service as:

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

What the service does well

The service achieved an excellent standard in both quality themes. We were confident that this performance was sustainable.

The service's outcome-focussed and enabling approach had continued to support experiences and outcomes for people which were of outstandingly high quality. This was based on the principle that people could succeed and develop new skills. The team demonstrated a highly individualised approach that was reflected in personal plans. Records generally showed a very good understanding of people's preferences, abilities and needs. They also demonstrated attention to safety and wellbeing whilst not being risk-averse, ensuring that people could come out of their comfort zones with the right support. A number of initiatives were client-led: for example members of the Chatty Daisy support group decided on and planned their own programme of activities. Staff routinely sought (and acted on) people's views, including making use of information and communication technology. Excellent newsletters were enlivened by the contributions of people experiencing care. Weekends away provided a stimulating programme of new and enjoyable experiences and opportunities to meet up with old friends. Examples of positive outcomes included:

- improvements in fitness levels
- maintaining a healthier diet
- becoming better informed about health, such as alcohol awareness and screening
- volunteering and employment
- learning new skills such as using public transport and safely managing one's own medication
- making friends and reducing isolation.

A culture of continuous improvement was evident and involved the whole team under the manager's highly capable and supportive leadership. The service's improvement plan reflected clear vision and focus and was regularly reviewed. It provided ample evidence of progress and development against a range of objectives. The team had begun to incorporate the new Health and Social Care Standards into an existing framework which already referenced the national outcomes framework for adults. Regular supervision provided opportunities for staff to reflect on and plan for their individual development needs. Team meetings complemented this and fostered excellent communication and planning to keep a very busy and varied annual programme running smoothly.

Key quality assurance systems included annual reviews of carers which were overseen and approved by the manager. She ensured she was very well-informed about their circumstances and the needs of clients. The independent panel closely scrutinised assessments of new carers so they could make considered recommendations and provided useful feedback on their quality of reports. The process of assessment also included a range of best practice safe recruitment checks.

The service was actively involved in influencing and contributing to wider sector developments:

- Active membership of the Scotland Shared Lives Plus committee. The manager was also due to recommence attendance at meetings of the UK-wide Shared Lives Plus network, of which the Council was a member.
 - Opening an activity weekend to other members from the UK, so that they could benefit from the excellent opportunities.
 - Developing implementation of the Carers (Scotland) Act.
 - Regularly speaking to community groups to widen knowledge of the service. They also worked in partnership with the local community for the successful Peterhead garden scheme.
- The service had recently been recognised in a national awards scheme, reaching the finals on two occasions.

What the service could do better

Periodic checks of both medication and financial records could provide a better audit trail to indicate exactly what has been reviewed and any findings. We offered advice about how to achieve this.

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
29 Jun 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good Not assessed
16 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 5 - Very good
31 Oct 2015	Announced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good 5 - Very good
25 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
9 Aug 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
20 Sep 2011	Announced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good Not assessed
28 Sep 2010	Announced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 5 - Very good
28 Sep 2009	Announced	Care and support Environment Staffing 5 - Very good Not assessed 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
19 Dec 2008	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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