Len Ironside Centre
Support Service

Len Ironside Building
Mastrick Drive
Aberdeen
AB16 6UE

Telephone: 01224 681732

Type of inspection:
Unannounced

Completed on:
31 October 2018

Service provided by:
Aberdeen City Council

Service provider number:
SP2003000349

Service no:
CS2003000189

HAPPY TO TRANSLATE

About the service

The Len Ironside Centre is a relatively new, purpose built centre based in a residential area of Aberdeen city. The rooms and communal areas are large and airy and have the facility to close off parts and create smaller spaces. In addition the building has office space for the multi disciplinary learning disability team which lends itself to good communication between all people involved in someone's life.

The aim of the centre is to "provide a high quality, good value, building based service for adults with learning and physical disabilities, with associated health needs. The individuals we support are amongst the most vulnerable in our community and we provide a bespoke service that meets these needs, as well as supporting individuals to lead a fulfilling and accomplished life according to their wishes".

The service currently provides support to 53 people either on a full or part-time basis.

The service has been registered since April 2002.

What people told us

We sent out Care Standards Questionnaires to the service to distribute for service users and relatives to complete. We received about 75% back and these were generally positive, with all the service users saying they were "overall happy with the quality of the service".

One parent wrote that "the staff are dedicated to the needs of the service users" and "the variety of activities are helpful to all".

When we spoke with people during the inspection and asked what they liked about the service they told us that:

"like it here"

"like visiting staff in office"

"enjoy cake on birthdays"

"see their friends".

No one said there was anything that wasn't good.

Self assessment

We did not request that providers (except childminders) complete a self assessment for the 2018/19 inspection year. Instead, we took the opportunity to discuss and assess the service's progress using their improvement or development plan as part of their internal quality assurance.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good

Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We found the standards of care and support at Len Ironside to be of a very good standard. It was a lovely place to visit, with photos and displays of achievements on the wall, and it had a very happy atmosphere. This warm atmosphere was because people had good working relationships and respect for one another. We liked that there were genuine relationships between the staff and the people using the service as shown by the extra efforts in relation to fund raising, buying birthday presents, altering routines to suit people better and spending time with one another.

There were many and varied activities and each person and support worker had a timetable and knew what they should be doing. There was a lot of consultation with the people who were doing the activities to make sure that their care and support met their needs and was right for them. This enabled people to be in control of this aspect of their lives. We saw a lot of evidence of families and friends being involved in the centre and in special events, which the people using it liked. There was a lot of involvement with the local community with people using the library for story telling, the pub for lunch and the swimming pool for exercise. We also saw evidence of the community coming in to the centre, for example the school and the minister. We found that the centre helped people to maintain and develop their interests and what matters to them.

We looked at some support plans and found them to be written in a positive manner and they were factual and clear. We saw that there were regular reviews and people were involved in reviewing their own plans. The risk assessments were realistic and described how restrictions on actions would help people to get the most out of life because they were enabling and used people's potential.

At the time of inspection the service was fully staffed which helped it to run well and meant people knew who provided their care on a day-to-day basis. The staff have regular supervision, training and development. All of the staff we spoke to said that they enjoyed working at the centre. They told us that everyone worked well as a team and the managers were always supportive. We also spoke with the management team and found them to be enthusiastic and appreciative of their staff team and very involved with the work of the centre. We saw several instances of alterations to how the service had been running that had improved communication which the staff told us they appreciated. Overall it was clear that the centre was a place where all people were respected and valued.

What the service could do better

The Len Ironside Centre offers a very good service to people and to the staff. There were some areas where the management team could consider improvements and we discussed these.

The support plans were large and information was sometimes kept in several different places. These could be standardised and consistent so that staff knew exactly where to find information and to reduce the likelihood of alterations not being consistent throughout all support paperwork.

It was not easy for us to track the training and be assured that staff were up to date and skilled. It would be simpler and safer if all the training was recorded in the same way and in one place.

The centre is fantastically busy with lots of different projects and activities which both the staff and the people throw themselves into. It might be beneficial to be less ambitious on some occasions and allow people to enjoy their jobs and tasks at a slower pace and at their own level.

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 Jan 2018	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
18 Feb 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 4 - Good
22 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 3 - Adequate 5 - Very good 4 - Good
21 Feb 2013	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate
15 Dec 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
31 Mar 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
19 Nov 2008		Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.