

West Dunbartonshire Council Learning Disability Service Housing Support Service

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Telephone: 0141 562 2322

Type of inspection:

Unannounced

Completed on:

15 November 2018

Service provided by:

West Dunbartonshire Council

Service provider number:

SP2003003383

Service no:

CS2004077077

About the service

West Dunbartonshire Council Learning Disability Service was registered by the Care Inspectorate on 1 April 2011 to provide a service to adults with learning disabilities living in their own homes.

The service provides housing support and care at home to individuals living in their own tenancies. There are projects in Alexandria, Balloch, Clydebank and Dumbarton. All the locations we visited were close to local shops, amenities and public transport links.

Some of the published aims of this service include:

- to help you to create a safe, homely environment
- to help you control your own life
- to help you find opportunities in life and to make sure these are recognised and supported.

At the time of the inspection there were 11 people being supported by the service.

What people told us

We sought the opinion of people who used the service during our inspection. We communicated with people and families through face to face discussions and questionnaires.

The feedback we received was positive, and included:

'It's first class.'

'The staff are brilliant.'

'The staff listen to me and support me with anything I need.'

'I'm doing well. I've stopped smoking. I'm feeling much better and enjoying life again.'

'I'm very happy with the service.'

'Communication is very good.'

'I love my house.'

'I have a great room full of everything I need.'

'I go out a lot to clubs, events and local shops.'

'I wouldn't change anything about here.'

Self assessment

The service was not required to submit a self-assessment for this inspection year. We reviewed its improvement plan which was digital, accessible and insightful.

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

West Dunbartonshire Council Learning Disability Service was person-led and creative. It supported people to achieve excellent outcomes and meaningful life experiences.

We met two young people who had complex physical, learning and behavioural needs. They previously had limited daily routines. The service had completed real person-led planning, identified their goals and supported them to live full and active lives. For example, they recently attended music festivals, trips to Paris and London, rock climbing and a variety of stimulating activities close to home. They were, arguably for the first time, not defined or restricted by needs, but active citizens participating in fun, age-appropriate experiences. The young people presented much happier and healthier than when they moved to the service.

We spoke with a man with learning disabilities and enduring mental health issues. He previously experienced isolation, poor mental and physical wellbeing, and self-neglect. Staff had worked hard to build rapport and trust, and supported him to establish a more positive routine. He now accessed the community independently, maintained his personal care, ate healthier and stopped smoking. Staff supported the man to budget the money he had saved through lifestyle changes, and he went on his first holiday abroad. He confirmed to us during an interview that he 'felt much better' and was 'enjoying life again.'

There were many similar examples of excellent outcomes across the service. A strong mix of positive values and creativity enabled these achievements. We were particularly impressed by the service's person-led planning. Each person had a tablet with a digital plan that detailed their strengths, interests and goals in picture and video format. Some people with additional needs - for example, physiotherapy exercises or specialist equipment - had person-specific video instructions. This had huge benefits for supported people, families and staff.

Supported people - including those with non-verbal communication - had real ownership of their plans. They could see pictures and videos of almost every part of their lives. In many cases, they contributed to the development of the plans. Families appreciated the way the service captured their loved ones' experiences. And staff had complex information recorded in a succinct and accessible format, which was easier to follow.

The service advocated well for people's rights by challenging decisions and promoting their inclusion in opportunities. Staff spoke confidently about Keys to Life and used the principles to ensure people received the most appropriate health care in hospital. Staff worked well with community professionals to secure someone an additional wheelchair and varied seating options at home. This had significantly increased their level of activity. And the team spent over a year securing a first passport and new guardianship powers to enable a person to travel abroad. These examples were indicative of the strong values and human rights approach of the service.

The management team was passionate, innovative and tenacious. They had driven forward new initiatives - such as digital plans and a new person-led service improvement plan - that benefited people and staff. They established positive working relationships with partners in health, social work and in the community to maximise people's opportunities. And they led by example - the clear vision and strong values of management appeared to inspire the workforce. There was unanimous praise of management within the service. Staff felt valued which enabled them to be creative and forward thinking.

Workers confirmed that management provided high quality training, supervision and team meetings. This further enabled the staff to develop their skills and morale, and for the service to perform at an excellent level.

What the service could do better

We did not identify any significant issues within the service this year.

We congratulated the service on the development of their digital support plans, which made them more interactive and meaningful. We encouraged them to further increase the capacity by including reviews and risk assessments in this format. We asked the service to ensure that all staff members who require additional IT training have this provided.

The service had a stable and experienced staff team. This promoted good practice and positive relationships across the service. We did see that there were periods of unexpected staff absences that resulted in additional pressure on the team. Staff completed longer and additional shifts. We were pleased to learn that the organisation was reviewing staffing numbers to ensure it continued to perform at an excellent standard.

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
24 Nov 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
22 Nov 2016	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
18 Nov 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
21 Oct 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
21 Feb 2014	Announced (short notice)	Care and support 2 - Weak Environment Not assessed Staffing 3 - Adequate Management and leadership 2 - Weak
6 Mar 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
18 Nov 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
29 Sep 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	Not assessed
24 Dec 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed

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