

Scottish Autism - West of Scotland Outreach Housing Support Service

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Telephone: 0845 300 9277

Type of inspection:

Unannounced

Completed on:

12 October 2018

Service provided by:

Scottish Autism

Service provider number:

SP2003000275

Service no:

CS2004058171

About the service

Scottish Autism - West of Scotland Outreach is registered with the Care Inspectorate to provide Housing Support and Care at Home to adults and children who have autism. The provider is Scottish Autism. The service has been operating since 2004 and registered with the Care Inspectorate since the Care Inspectorate was formed in 2011. The service operates from an office base in Bridgeton, Glasgow and is provided by autism practitioners and support workers. A senior autism practitioner is the registered manager who has day-to-day management responsibility for the service.

At the time of this inspection the service was being provided to 13 people living across seven local authority areas: Glasgow City, East Renfrewshire, West Dunbartonshire, Argyll and Bute, South Lanarkshire, Renfrewshire and East Dunbartonshire. Support to people could range from three to 40 hours a week with a purely social focus and/or people may be supported in their homes to live independently.

The following is an extract from the aims of the service: "we support individuals to make their own choices and carry out their goals and aspirations enabling them to take their place in the community."

What people told us

The service users we spoke with were complimentary about the support that they received and what it had meant for them. People received help to address financial matters, physical and mental health issues and gave confidence to try new experiences. This demonstrated how effectively the service was working in meeting people's outcomes in a person centred way.

Comments included:

"I'm really happy with the service provided."

"My staff are really good."

"Staff are all very friendly. Nothing ever seems to bother them."

"Always polite and nice."

"I've had the same team for a wee while now."

"If they're running late they always give me a buzz."

"Any issues have been resolved quickly and to my satisfaction."

Self assessment

The Care Inspectorate did not require a self assessment from the service for this inspection year.

From this inspection we graded this service as:

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

What the service does well

The management and staff team demonstrated a person centred approach to care which focussed on maintaining and promoting independence and meaningful activity. We saw that staff were knowledgeable and experienced and had used their expertise to promote very good outcomes for people who use the service. How people spend their day is important in maintaining people's wellbeing and there was very good evidence that people were supported to do things that they liked, for example, going to the television acting studios and using their local resources.

Interviews with service users confirmed that the service manager and staff listen to their wishes and, where possible, act on these. The Management team works creatively to ensure that everyone has a say in how their service is run. The service gathered information from service users and others in relation to how satisfied individuals were with the service provided. Each service user had a care plan which helped individuals to identify their needs and outlined what the service would do to meet those needs. The care plan was informed by risk assessments which were undertaken on a regular basis. The care plan was reviewed and updated with service users' views, prominent and relevant professionals participating in the review where appropriate. We found that care plan information was generally in a good level of person centred detail. Staff readily detailed likes, dislikes and preferences of people who use this service and how care and support is individualised to meet identified needs.

In conversation, staff presented as being dedicated to their role, having a high level of motivation, enthusiasm and direction. The service had developed an operational action plan that highlighted areas for development and showed how much progress had been made. The service had regularly distributed questionnaires to gain feedback from service users, families and other relevant professionals the quality of the service provided. Those returned were positive regarding the quality of service provided and this was confirmed in our discussions during this inspection. This was part of their systems in place to help shape the service plan.

The service remains committed to an improvement agenda. The management and staff team are always looking at ways that the service could improve for the benefit of the people accessing this resource.

What the service could do better

The staff team should include within their service development plans, systems to increase the frequency of using observations of practice to evidence competency to demonstrate that training accessed has helped shape working practices. This will enable staff to receive feedback on their performance while providing clear documentation to evidence sustained and effective team work, practice in involving 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
13 Sep 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
28 Nov 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
7 Dec 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
17 Sep 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
6 Sep 2013	Unannounced	Care and support 4 - Good Environment Not assessed

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Dec 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Nov 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
2 Jun 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
13 Aug 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
19 May 2008	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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