

Arboretum Outreach Housing Support Service

11 Granton Square
Edinburgh
EH5 1HX

Telephone: 0131 551 7260

Type of inspection:

Unannounced

Completed on:

17 January 2019

Service provided by:

Autism Initiatives (UK)

Service provider number:

SP2004006462

Service no:

CS2006140361

About the service

We used the new Health and Social Care Standards to evaluate the care and support people using Arboretum Outreach experienced. The standards focus on the experience of people using services and describe what people can expect. They can be accessed at www.gov.scot/Publications/2017/06/1327/downloads

Arboretum Outreach registered with the Care Inspectorate in January 2007. It is registered to provide housing support and care at home to adults with autism. The office is based in Granton Square, Edinburgh and now has three teams; Elm, Oak and University that cover the City of Edinburgh. There are two team leaders for the three teams with a Senior Support Worker for each team. Oak also covers the Blackfriars service which offers accommodation and, if required, individual support and evening shared support.

Support provided ranges from two hours to 28 hours per week.

The service's aims and objectives include:

'Individual support workers will support service users as agreed in their individual support plans, based on their agreed assessed need'

'To help people plan and organise their lives, to support people with personal planning and provide guidance and practical help to them'

'To provide support and advice to people with housing, accessing the local community, socialising, health visits. Social work visits, benefits issues, personal advice, budgeting, communication and practice independent living skills'

'To help people with their physical and mental health needs'

'To help the development of coping strategies to deal with the impact of the person's Autistic Spectrum Condition'

What people told us

At this inspection, 96 people were being supported by the service.

We spoke to nine people using a range of ways to communicate and received eight completed Care Standards Questionnaires. We also spoke with one family member and two external professionals.

Overall people told us they experienced good care and support.

Comments from people who receive support include:

'It's an absolutely fabulous service, Autism Initiatives gives great support, great advice and see you as a person.'

'the support is getting better....staff are looking less stressed.....changes are happening'

'support is ok'

'staff are trying their best.....my preferences about support are ignored.....I'd like to be shown more respect'.

'The support provided has made a significant difference to my life'

A relative told us:

'Service does not have any cover if someone off sick.....nor for extra hours to cover holidays.'

We also spoke to a social worker who told us:

'The service is very client centred - they do place the service user at the centre of decision making, try to involve them and informal carer at every turn and are very flexible in their approach.....I have every confidence in the service.'

Self assessment

We are not asking services to submit a self-assessment for this inspection year but expect services to take account of the new Health and Social Care Standards, My Support, My Life, and our Quality Framework to evaluate their service and plan future improvement.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

We evaluated the quality of care and support that people experienced and concluded there were important strengths. People said the service had improved, communication was better and they knew staff.

We saw good examples of respectful support which advocated for people enabling them to develop and resolve conflict. This was done in a safe and compassionate manner at a pace led by the person. For example support had been pivotal in enabling someone to try a new activity and develop a much loved hobby.

One example of excellent support was seen in a review which had been carried out with participation of relevant parties. Minutes of the review were designed by the person receiving support and reflected their achievements, wishes and ongoing needs.

People receiving support were also enabled to build meaningful friendships:

'We meet up and support each other. I have helped get another person interested in radio broadcasting. I've got some ideas about other things I'd like to do....'

The art group was loved by those who attend. The group was planned to be led, designed and delivered by staff. However, those who attended had been nurtured by the facilitator to plan the group which now met people's wishes, reduced isolation for some and increased people's confidence and skills.

People received their support rotas approximately four weeks in advance with any changes generally being responded to quickly.

'When new workers start they shadow my support worker so I can get to know them.....I know I have support worker's name coming in February to cover my support worker's leave, they let me know in advance.'

We evaluated the quality of management and leadership and concluded there were important strengths.

Team meetings were being held for staff. They benefited from this as it offered the opportunity to discuss and develop practice and improve outcomes for people.

People knew staff well including management. Generally, they were described as being approachable and responsive. One team leader was described as a 'good role model'.

Most of the staff felt well supported and able to raise concerns. Some staff still felt the need to meet out with these formal meetings for peer support.

Care and support was enhanced by a robust induction programme for new employees. The training and development officer was looking at ways to address other training needs.

What the service could do better

There were some areas which could improve the quality of care and support.

Staff were unfamiliar with the new standards that promote people's rights, independence and dignity. We shared copies of the Health and Social Care Standards 'My Life, My Support'. Staff should be supported to become familiar with the standards and consider new and innovative ways to support people and to achieve their wishes, choices and support needs and promote their rights.

People's support plan was referred to as the 'working files'. From speaking with people, we concluded the support plans are seen as an administrative task rather than being integral to care and support. Some information was out of date, undated and/or unsigned and did not inform the day to day support provided. The files were often kept in the offices with only some people having copies accessible during their support times leading to missed opportunities to revisit plans. Although containing essential and detailed information, the files were difficult to follow, unnecessarily lengthy and disjointed. The 'working files' in the Blackfriars area of the service however were better organised and up-to-date. We considered a recommendation in this area from the previous inspection and concluded there remain areas to continue to work on and this is reflected in recommendation 1.

Reviews were not always carried out. People should have a review of their support when their needs change or at least six monthly. This would ensure people's progress, development, goals and aspirations are identified, celebrated and built on. This reflects recommendations from the previous inspection which have been carried forward and reflected in recommendation 2.

There were some areas which would improve the quality of management and leadership. People who receive support should always know services are registered with the Care Inspectorate. We reminded the manager that the registration certificates should be displayed within the service in accordance with legislative requirements. They assured us this will be carried out with immediate effect.

Not all notifications were being submitted to the Care Inspectorate. We discussed with the manager how we can support them through the notification process to help improve outcomes for people.

There were regular team meetings, although some staff said they still felt the need to meet out with these

formal meetings for peer support. To help improve support, we suggest the manager continues to consider ways to help peer review/support, perhaps using blogs or other technological approaches.

Although the service had developed quality assurance action plans, there was no overall improvement/development plan. Feedback from people who receive support, their family and staff could be incorporated into a plan to help drive forward the right improvements that also reflects the Health and Social Care Standards.

People should receive support that reflects Scottish legislation in order they are protected and supported properly. We discussed reviewing documentation including but not limited to Financial Support Assessment, Safeguarding Policy and Positive Behaviour Support Policy. A previous recommendation has been incorporated into recommendation 3.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The service should ensure working files are up-to-date, dated, signed and evaluated and show involvement of people supported and their representatives, where relevant. Consideration should be given as to how best to extrapolate essential information which informs day to day support and how to make this accessible to people and staff. Working files should be, but not limited to:

- a) Accessible to people receiving support at all times
- b) Accessible to staff at all times
- c) Easy for everyone to understand.

In carrying out this recommendation, people will have confidence that their personal plans will inform staff about how to provide high quality care and support that is right for them. This is to ensure that care and support is consistent with the Health and Social Care Standards, My Support, My Life (HSCS) which state that 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 4.19), 'I make informed choices and decisions about the risks I take in my daily life and am encouraged to take positive risks which enhance the quality of my life (HSCS 2.24) and 'I am helped to understand the impact and consequences of risk and unsafe behaviour and decisions (HSCS 2.25).'

2. In order to ensure that all people supported have their needs regularly reviewed, discussed and planned for the service should ensure that all people supported and their representatives have review meetings on a minimum six-monthly basis and when people's support needs change.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that 'I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change' (HSCS 1.12).

3. The service should amend documentation to reflect Scottish legislation and policy. This is to ensure care and support is consistent with Health and Social Care Standards, My Support, My Life (HSCS) which states 'My human rights are protected and promoted and I experience no discrimination' (HSCS 1.2).

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The service should ensure that all paperwork is completed and signed and that support plans are evaluated consistently.

National Care Standards, Housing Support Services - Standard 3: Management and staffing.

This recommendation was made on 22 November 2017.

Action taken on previous recommendation

This recommendation remains outstanding and has been carried forward into recommendation 1.

Recommendation 2

The service should ensure that peoples' daily living needs are adequately identified in the 'About Me' so that staff help people meet these consistently.

National Care Standards, Housing Support Services - Standard 3: Management and staffing.

This recommendation was made on 22 November 2017.

Action taken on previous recommendation

This recommendation remains outstanding and has been incorporated into recommendation 1.

Recommendation 3

The service should ensure that all staff training needs are met, including relevant and specific mental health awareness training.

National Care Standards, Housing Support Services, Standard 3 - Management and staffing.

This recommendation was made on 22 November 2017.

Action taken on previous recommendation

This recommendation has been met.

Recommendation 4

The service should consider different ways to enable team members to meet together, discuss their work and consider how the service should develop.

National Care Standards, Housing Support Services, Standard 3: Management and staffing.

This recommendation was made on 22 November 2017.

Action taken on previous recommendation

This recommendation has been partially met with the development of consistent team meetings. To continue to support team members, we suggest the manager continues to consider ways to help peer review/support, perhaps using blogs or other technological approaches.

Recommendation 5

The service should ensure that risk assessments are reviewed within the timescale set. It should be clear how the effectiveness of these are evaluated.

National Care Standards, Housing Support Services, Standard 3: Management and staffing.

This recommendation was made on 22 November 2017.

Action taken on previous recommendation

This recommendation remains outstanding has been incorporated into recommendation 1.

Inspection and grading history

Date	Type	Gradings
6 Nov 2017	Announced (short notice)	Care and support
		4 - Good
		Environment
		Not assessed
		Staffing
		4 - Good
		Management and leadership
		4 - Good

Date	Type	Gradings
11 May 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed
26 May 2017	Re-grade	Care and support Environment Staffing Management and leadership
		3 - Adequate Not assessed 4 - Good 4 - Good
23 Nov 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership
		2 - Weak Not assessed 3 - Adequate 2 - Weak
4 Dec 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 3 - Adequate
10 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate Not assessed 3 - Adequate 3 - Adequate
1 Oct 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 4 - Good
11 Jan 2011	Announced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed Not assessed
16 Sep 2009	Announced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 4 - Good 4 - Good

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

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 cànan eile ma nithear iartras.

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 ਵਿੱਚ 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.