

Arran View Support Service Support Service

House 9
Arrol Park Resource Centre
Doonfoot Road
Ayr
KA7 4DW

Telephone: 01292 614976

Type of inspection:

Unannounced

Completed on:

29 April 2019

Service provided by:

South Ayrshire Council

Service provider number:

SP2003003269

Service no:

CS2011289559

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service registered with the Care Inspectorate on 20 September 2011.

The service is owned and managed by South Ayrshire Council and provides day services for up to eight people with learning difficulties. The service operates Monday to Thursday 08:45 to 15:55 hours and on Friday 08:45 to 15:05 hours.

The service was located within the grounds of Arrol Park Resource Centre. The accommodation had been adapted to meet the needs of the individuals who used the service. This included a lounge, dining room, garden area, therapy rooms, showering facilities and a garden area. At the time of the inspection attendance patterns varied.

What people told us

People using the service demonstrated warmth towards staff who provided their support. There was positive interaction and good communication which was often as a result of interpreting the presenting needs of people using the service.

People told us they were 'happy' in the service, they 'had fun' and liked the staff as they were 'well looked after.'

Carers told us they were more than satisfied with the service and proposed the staff team for supporting their relative to have a good quality of life. Carers described being thankful for the outcomes and increased ability of their relative as a result of attending the day service.

Self assessment

We did not request a self-assessment prior to this inspection. We did review the service development plan which demonstrated actions taken by the service to monitor quality and continually improve the service.

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

People who attended the service were treated with dignity and respect, with communication offered in a relaxed, informal style to which people engaged with banter and responded with smiles and laughter.

People experienced very good, high quality care from this service. People were supported by staff who were skilled and who had received training that was appropriate to their needs. Staff were warm, caring and showed respect in their interactions.

We saw a warm, welcoming service, where people's choice about how they spent their time was respected. We saw people being encouraged to lead active lives both in the centre and taking part in activities in the community. Staff worked to include everyone in activities and staff recognised and encouraged people's individual skills.

There was a range of therapeutic supports on offer which people could choose to access as well as activities including sensory story and use of some equipment to support postural care including positioning to reduce pain and distress whilst improving opportunities for more inclusion in other activities.

The service had very good links with health professionals who provided guidance and support with activities and opportunities to enhance communication. This had led to improvements which enhanced developments in how staff had received training to understand the needs and wishes of people using the service. This had also supported discussions with families and carers in attempts to promote consistency in support in both day service and in life at home.

We saw that staff had the opportunity to attend regular support and supervision and that all staff received an annual appraisal. Team meetings took place regularly where staff were able to contribute to the agenda. Staff benefited from a range of internal and external training opportunities that supported their learning and development, enhancing their confidence. There was also a plan in place to support staff to achieve professional registration with Scottish Social Services Council, the regulatory body for staff.

We saw how staff interacted well with each other to share information on people using the service. This ensured that all staff worked with attempts to provide a consistent team working approach to meeting the needs of people using the service.

The manager consistently encouraged staff to improve their practice, including more use of reflective accounts for discussion during supervision.

The manager sought regular feedback from people using the service, their families or representatives and other stakeholders from which to identify opportunities to improve the service to enhance outcomes for people who use it. Overall, feedback was very positive and where it had identified areas for improvement the manager had taken these forward and sought to resolve or implement them. These actions had benefited people using the service and staff alike.

There was a service improvement plan in place which was clearly linked to the organisations quality assurance systems and audits. This included an action plan that was regularly reviewed to reassess progress towards targets in conjunction with the organisational plan.

What the service could do better

We saw that care plans and risk assessments were implemented and generally contained current information with some evidence of reviews. However, with copious amounts of repetitive information, some of which was conflicting. This posed challenges to easily interpret the content to consistently and identify current needs and purpose of supports to improve outcomes for people using the service. The manager acknowledged how this could potentially compromise how support is provided. Area for improvement 1.

Quality assurance systems were in situ to monitor processes were being followed. More focus on evaluating the effectiveness of the supports provided would provide clear evidence on the purpose and benefits to people using the service.

We discussed with the manager on how a review of the service outcomes with consideration of how this could be more effectively used to strengthen the team and maximise the potential for achieving outcomes for people using the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Documentation should be streamlined with information more easily accessible, which would ensure people receive the right support and care at the right time.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state:

1.15 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 and

4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

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

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings	
23 Mar 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Mar 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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