

Access Ability Housing Support Service

6 Wheatley Road
Saltcoats
KA21 6ES

Telephone: 01294 470480

Type of inspection:

Unannounced

Completed on:

12 April 2019

Service provided by:

North Ayrshire Forum on Disability a
Company Limited by Guarantee

Service provider number:

SP2011011448

Service no:

CS2011281577

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 was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Access Ability is a non-profit organisation operated by a registered charity North Ayrshire forum on Disability (NAFOD). The organisation has a management committee which includes service users. The service provides a housing support and care at home service to adults with physical and/or mental health issues in the North Ayrshire Council area. The service has an office base in the town of Saltcoats, Ayrshire.

The service was previously registered with the Care commission and transferred its registration to the Care Inspectorate in 2011.

The service mission statement includes:

'NAFOD/Access Ability will adopt a person-centred approach to deliver a quality support service to all designated service users. We will do so following a consultation with service users, family carers and statutory agencies to deliver agreed levels of support that will be progressive, enabling and allow individuals to achieve their full potential and retain independence in their own home'.

What people told us

People were very happy with all aspects of the service provided and were very grateful for the high level of support they received from their allocated support worker and other members of the team. We spoke with people on the telephone, visited people in their own homes and received questionnaires from people who received support from the service.

The comments made by people were very positive describing the service as;

'I have come a long way, all because of the support I get and the ongoing encouragement to believe in myself'

'The service is very good, I get great support. They have helped me to organise things and make my house better'.

'I cant tell you the difference this service has made for me. I get a bit overwhelmed at times, but they help me to take wee bits at a time and I get there in the end'.

'I am happy with all the staff and everything they do. I have learned a lot while with them'.

'The service I get from access ability is very well catered to my needs the staff treat me with respect'.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We took the service improvement development plan into consideration during this inspection.

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	5 - Very Good

What the service does well

The service continued to evidence a very strong commitment to encourage people they supported to be involved in influencing the development and direction of the service. This was demonstrated in the meaningful role four people being supported had in the managing committee of North Ayrshire Forum on Disability (NAFOD), to whom the service reported. This committee's remit included the allocation of budgets to the various groups and services under their umbrella which included Access Ability. This ethos of involvement was carried through to service level where a Core Group and Focus Group worked jointly with staff to make improvements which had an impact on outcomes for individuals such as the development of new outcome focused care plans, and outcome trackers. One person told us. 'We are seen as equals and given our place and we feel we make things better'.

The service recognised not everyone wanted to be involved in wider aspects of the service. However, people using the service could be confident that they would be fully involved in all decision about their own care and support. This was facilitated through active involvement in their support planning and regular informal and formal contacts, including three monthly reviews of their support. We saw how people were acknowledged as experts in their own experiences, needs and wishes and were involved in planning and participating in their reviews and how each person being supported received a letter thanking them for their involvement in their review, which included a summary of the key discussion points and agreements reached.

People receiving support had support plans in place which were person-centred, detailed and provided clear direction to staff on how individuals' support should be delivered. They stated how individuals' independence was promoted and achieved. The service had continued to develop their personal outcome approach to support planning ensuring that the personal outcomes stated was what mattered to each individual.

We saw many examples where staff had worked hard showing compassion, patience and perseverance to support people to achieve outcomes which had made significant improvements to the quality of their lives. For example, one person was able leave their home and participate in a social group after many years being unable to socialise outwith their home, and a person, after a long period of intense support, was able return to sleeping in a bed after many years using an arm chair. People were supported to build confidence and independence resulting in them being able to access other community services and resources with little or no support from the service. There were other examples where people had been supported to gain confidence and develop communication skills allowing them to not only participate in groups, but eventually take a lead in groups they had joined such as an arts and crafts group and North Ayrshire's Wellbeing and Recovery College which 'gives people the opportunity to participate in a range of courses focusing on wellbeing and recovery'.

The manager, staff and those service users involved in aspects of service development were motivated to continuously explore how the service could continue to improve. The service placed great value in learning from the people they supported in order to continue making improvements to the service. One example was the way reviews were carried out and reported. The manager of the service had also established good networks within health and social care services which included accessing a range of training for herself and staff in order to improve learning and knowledge and keep up-to-date with good practice. Many of the learning opportunities were also open to those receiving support.

Members of staff were supported through regular supervision and mentoring to develop leadership skills which included formal leadership training using resources such as the Scottish Social Services and taking a lead responsibility for specific areas of work such as support planning and risk assessments.

What the service could do better

Although support plans did reflect individuals' personal outcomes, the service should continue to develop the methods used to evaluate and measure achieved outcomes.

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.

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
15 Jun 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good Not assessed
6 Jun 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 6 - Excellent
20 Jul 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good Not assessed
8 May 2015	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
26 May 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
16 Jul 2013	Unannounced	Care and support Environment Staffing 5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
6 Nov 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
28 Jul 2011	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 5 - Very good

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