

Achievement Bute Care at Home Service Support Service

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Type of inspection: Unannounced
Inspection completed on: 1 February 2018

Service provided by:
Achievement Bute

Service provider number:
SP2005007269

Care service number:
CS2005091229

About the service

Achievement Bute Care at Home Service offers both individual and group support to children and young people with additional needs. At the time of inspection, the service was supporting numerous young people with a wide range of differing needs.

The service is located on the Isle of Bute and takes referrals either directly from parents and carers or from the local social work department. Support offered is tailored to the needs of each young person. The organisation was established 20 years ago by families of children with additional needs and the ethos of the service being family-led still exists to this day, with some members of the current management board being parents of service users.

This service has been registered since 28 June 2005.

What people told us

We interviewed three young people individually and observed other young people who took part in two organised groups. All young people who were verbal were able to indicate complete satisfaction with the service.

The young people who attended the groups had great pleasure taking part. Many were so focused on the activities that they simply said: "This is great". We were also able to observe two young people who had individual tuition to play the guitar. Again, both were completely focused on the activity. We observed very good relationships with the support staff.

We were able to interview seven parents whose children used the service. All were completely happy with the service. It was seen as a lifeline which allowed their children to have access to day-to-day experiences that they enjoyed. For example, going to the beach, trips to the swimming, and big outings to the mainland.

Self assessment

We did not request a self assessment on this occasion. However, we used a number of the service's action plans to benchmark their improvements.

From this inspection we graded this service as:

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

What the service does well

Parents and young people were closely involved in agreeing the support that would be provided during their initial visits to the service. Support plans were comprehensive and took account of all their needs. They took accounts of issues, such as health or medication, and were all reviewed and discussed with parents regularly. Parents indicated that the service was extremely "open" and management were responsive to the changing needs of the young people, putting additional supports in when necessary. We discussed the need with the

service that it would be beneficial for all young people to have focused plans with goals and targets, so that the service can record the actual achievements and outcomes that young people are regularly accomplishing. We were impressed that the service did strive to match young people with keyworkers with the skills set that matched their likes and dislikes. We found staff were extremely committed to ensuring young people had a "fun" time when they had respite from their family.

The staff group were well supported by the management team. The service had created a very thorough induction system which ensured staff were given a clear understanding of their responsibilities and a range of educational inputs that ensured that the young people in their care were safe, protected, and nurtured. Staff indicated that there was an open door policy and regular supervision. All elements resulted in new staff having essential practical and formal support so that they could learn and also so that they could reflect on the care that young people experienced so they were appropriately supported. We were impressed that the service had access to a clinical psychologist who was available for staff and parents to have regular consultation regarding to allow conversation on behaviour management. We did, however, have a conversation with the manager about some elements of training which may also be beneficial for the staff group. It was noted that, on an individual basis, some members of staff, needed, some of their core training renewed.

We observed practice within the service and visited the service community groups. A major strength of this service was that it was fully inclusive and ensured that young people with additional support needs had access to organised community groups. We saw that there was a happy atmosphere in the Lego group and the music group, with young people enjoying their visit with good relaxed relationships with members of staff. Young people indicated that staff were very good at supporting them having "fun". We interviewed staff who were enthusiastic about their role and committed to providing the best possible service.

The management team had recently been reorganised and there was a commitment to improving and developing the service. The inspection showed that the new management team were enthusiastic at looking at a variety of methods to ensure that young people had a range of positive experiences. We look forward to examining the progress of these new developments at the next inspection. In discussion with the service manager, they had a clear plan for the service. We regarded the plan as realistic and achievable within the resources and staffing available.

What the service could do better

We had discussions with the management team to ensure that the goals and targets were SMART (specific, measurable, achievable, realistic, and targeted). The current goals were not specific and the recording system could be developed to ensure that these highlighted the young people's achievements.

We had discussions with the service about the importance of signposting families to advocacy services. The service would continue to do this, however there are geographical difficulties accessing this type of service.

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 |
|-------------|--------------------------|---|
| 21 Mar 2017 | Announced (short notice) | Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good |
| 15 Mar 2016 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good |
| 5 Mar 2015 | Announced (short notice) | Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good |
| 25 Nov 2013 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good |
| 29 Nov 2012 | Announced (short notice) | Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent |
| 3 Aug 2010 | Announced | Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good |
| 3 Sep 2009 | Announced | Care and support 5 - Very good |

| Date | Type | Gradings | |
|-------------|-----------|--|---|
| | | Environment Staffing Management and leadership | Not assessed 6 - Excellent 5 - Very good |
| 16 Sep 2008 | Announced | Care and support Environment Staffing Management and leadership | 5 - Very good Not assessed 4 - Good 4 - Good |

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