

Airdrie Locality Support Service

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Type of inspection: Unannounced
Inspection completed on: 13 March 2018

Service provided by:
North Lanarkshire Council

Service provider number:
SP2003000237

Care service number:
CS2003001206

About the service

The Airdrie Locality Support Service provides support to people with a learning and or physical disability over 52 weeks per year. The service base is located close to Airdrie Town Centre.

Support workers act as key contacts for each service user and help the service user plan and participate in their chosen activities. They also maintain the service users personal plans and can assist the service user to access other services as they might require.

The service is provided by North Lanarkshire Council.

The service aims to provide support that eventually leads to service users becoming as independent as they can be and to enable service users to experience ordinary everyday activities of their choice.

What people told us

Before this inspection we gave out 20 Care Standard Questionnaires to determine how satisfied people were with the service they/their relative received. At the time of the inspection we had received 12 completed questionnaires. The completed questionnaires showed that people were generally happy with the quality of care and support provided.

We also spoke with six service users during the inspection and made contact with four carers.

Comments from service users and their carers included:

- "Great staff absolutely amazing and we are always kept in the loop"
- "If I had any concerns I would raise it and feel I would be listened to"
- "Would definitely recommend the service"
- "I don't see them as staff, I see them as family"
- "If it wasn't for this service I would be withdrawn and would not leave the house"

Self assessment

The service had not been asked to complete a self-assessment in advance of this inspection.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We were satisfied that people were supported to an excellent standard. Carers and service users spoke very highly about the service and responses within the Care Standard.

Questionnaires showed that overall people were extremely happy with the overall service. Consultation and inclusion of service users was promoted to an excellent standard throughout the service and was very much integral to how the service operated. Individualised ways in which service users with communication needs could express their views were used. This meant that they could be supported better to make decisions about their support or keep them informed about things important to them.

Each service user had a care plan which showed how their personal outcomes would be achieved. These had been developed in full consultation with the service users themselves and/or their carers. The support plans we saw demonstrated how service users lives had been enhanced and improved on through receiving support from the service.

Support people received was based on helping them to integrate within their local community. This included working in partnership with family members in order to develop service users' independence within the local community. The service also made sure they provided a seamless service where younger people were transitioning from school.

The service was particularly effective in the way it signposted and supported people to access other services and support where there were particular needs or requests. Service users and their carers described how the service was a lifeline in improving their lives and avoiding isolation.

We saw some excellent examples where service users' lives had been improved as a result of receiving support from this service. Carers who spoke with us also told us of the hugely positive impact receiving the service had made.

We saw staff acting in a warm, caring and professional way with the service users they supported and were knowledgeable about their specific needs, preferences and routines.

The service followed safe recruitment procedures and new staff were fully supported in their new role through induction and shadow shifts. Staff told us how well they were supported and encouraged to professionally develop

What the service could do better

The service should continue to maintain the current high standards demonstrated at this inspection.

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
3 Dec 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
29 Nov 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
30 Jul 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
5 Jul 2010	Announced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
8 Sep 2009	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
	Announced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good

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