

Enable Scotland (Leading the Way) - Quest Project Support Service

Victoria House
10 Victoria Crescent
Elgin
IV30 1RQ

Telephone: 01343 547552

Type of inspection:

Unannounced

Completed on:

18 July 2019

Service provided by:

Enable Scotland (Leading the Way)

Service provider number:

SP2003002584

Service no:

CS2003008844

About the service

Enable Scotland (Leading the Way) - Quest Project is a support service providing opportunities for up to eight adults with learning disabilities. The service can operate Monday - Friday between the hours of 10am and 4pm.

The service is based just outside the city centre of Elgin and is located in a shared building on the ground floor. The service supported people to be active members of their community and the building was used as a base. Regular opportunities were offered to people to access their local communities.

The vision and mission statement for the service say:

Our Vision

Every person who has a learning disability will have the choice and control to live the life they choose.

Our Mission

We will campaign with our members to improve the lives of people who live with learning disabilities. We will work with our customers to create personalised services that reflect our values and enable customers to achieve their goals.

The service has been registered since April 2002.

What people told us

For this inspection we gained people's views when we were inspecting the service. We also carried out a Short Observation Framework for Inspections 2 (SOFI2) which considered people's experiences and the interactions they had.

People attending the service were relaxed and comfortable with the environment and staff. Interactions between supported people and staff were warm, fun and respectful. People told us they enjoyed coming to the service and were happy with the support they received.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 - Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

People who attended the Quest Project experienced a good to very good standard of care and support. This meant there were important strengths with some areas for improvement.

It was clear staff knew people very well and there were important relationships built between supported people and staff. People were comfortable in the way their support was being offered to them and staff demonstrated compassion whilst promoting people's dignity and respect. There were some opportunities where staff could have supported people to be more independent and this was discussed at the end of our first day inspecting the service. The following day staff had embraced the feedback given and we saw differences in how they were offering support to people. People were being encouraged to do more for themselves, which then was supporting people in a way which was right for them.

During the inspection there was a good ratio of staff present to support during both of the days and this created many opportunities for meaningful activities to take place. People enjoyed the activities on offer and were seen to be happy throughout. The service thrived on supporting people to access their local communities and this was something staff were keen to develop further. There were many opportunities for people to get out and about and there were opportunities for other agencies to come into the service to support creative activities. During our time in the service people were taking part in some arts and crafts, through to karaoke dancing and social performers coming in for the afternoon. People were positively encouraged to maintain levels of physical activity to promote health and wellbeing, even more so on the second visit.

During the inspection we carried out observations called Short Observational Framework for Inspection 2. Staff were interacting with people in positive ways. During our observations we noted there was a lot of staff to supported people interactions. This had an effect on the peer to peer interactions between supported people, which we felt could be supported better. Staff should facilitate conversations amongst people attending, which would be a support to people forming those important relationships with other people attending the project.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

4 - Good

Assessment and care planning reflects people's needs and wishes was evaluated as being of a good standard. This meant there were important strengths with some areas for improvements.

People's written plans were detailed enough offering staff guidance about how people wished to be supported. These were found to be reviewed frequently with formal review meetings taking place regularly. The written plans needed to improve in how the information was presented. For instance, some of the information was written in a way which was headed as tasks, which did not fit with an outcomes based way of supporting people. When considering people's care and support reviews, these were found to be recorded in a way which didn't fully capture people's views or the discussions around their outcomes. People's review meetings should focus on people's outcomes and experiences in a way which enables the person to be fully involved in reviewing their support. The service should develop this further with reviewing how they recorded this information.

The improvements identified was work which already had good foundations to progress with. When we considered people's individual service agreements we found these contained useful information about people's outcomes and how they could be achieved. Where service agreements had been agreed with the local authority, these combined documents offered good information about people's outcomes. Therefore these could be used to help support the necessary improvements in the way people's written plans were formatted.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	4 - Good

How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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.