

## Ellon Day Opportunities Support Service

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Unannounced

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Aberdeenshire Council

**Service provider number:**  
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**Service no:**  
CS2003000290

## About the service

This service has been registered since 2002.

Ellon day opportunities is operated by Aberdeenshire Council. It provides support for up to 35 adults with a learning disability. The service has a base in the centre of Ellon which gives them access to a range of community facilities. The service also supports two work projects that people who use the Ellon base can also use. The "Ellon Can-Do" is a recycling project. "Benchmark" teaches people wood working skills and produces wooden items, including garden furniture.

Their vision is "building on a person's ability, we will deliver quality day opportunities to help the person achieve their potential."

Service aims "to provide work experience and training within a workshop environment. To work in partnership with all stakeholder including parents and carers. To provide a service to the wider community".

At the time of inspection, the service had over 50 people registered to receive support from this service.

## What people told us

Due to the communication needs of some people, we were unable to obtain verbal feedback from all the supported people. However, we were able to observe and listen to staff's interaction during activities that took place. It was clear that the supported people and staff knew each other well and had formed positive relationships leading to interactions appearing relaxed and respectful.

Some comments from people included:

"I just love it, we do lots of activities, we plan and decide the month ahead and make the most of our time, we make all the decisions and staff support us."

"I like coming here, we keep busy and we get to see our friends."

"I like the fact I can get out and about into Aberdeen and different places."

"I really enjoy my time at the centre."

"I think Ellon day opportunities is a good service to have in Ellon, they help me make choices and decisions what to do. My keyworker helps me with reviews to make sure my needs are met and I get the best out of it. I like the staff and the service users here at the centre."

"All staff are excellent, very approachable and any concerns we may have are dealt with professionally and swiftly."

"I am very well supported by a brilliant staff team they are innovative, holistic and very enthusiastic with activities. The service makes me feel safe and happy."

## 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?	5 - Very Good
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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?	5 - Very Good

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

### How well do we support people's wellbeing?

**5 - Very Good**

We found that this service consistently provided very good creative solutions when meeting people's needs and wishes. From the evidence in records, observations we made and from the responses we received from interviews, this service clearly treated people with dignity and respect.

We observed a well-managed staff team, the senior team gave effective direction to help ensure the smooth day to day running of the service. Ellon day opportunities staff worked together to ensure service delivery was of a high standard and that activities were meeting people's needs. Staff were confident that people got the most out of their time at the service. This was to ensure service delivery was of a high standard. This contributed positively to the outcomes for supported people.

People should expect to be supported by an organisation that believes in them and has an enabling attitude. We were very pleased to see that people were being supported positively in a number of social enterprise projects in and around the local community. This meant that people were building meaningful relationships with people using their service and the local community.

We found that people who were involved in these projects were able to tell us about the positive impact their involvement in the groups had on their lives. We were impressed to see that these groups ran in a person led way, that is to say that the people attending the groups were at the forefront of the operation and could tell us in detail about the purpose, the management and the future plans of the group. We observed positive risk taking where people had learned to use machinery involved in recycling and demonstrated good knowledge around health and safety in line with such use. This helped bring purpose to their day and a sense of achievement. We saw very good outcomes for people attending as they appeared empowered and confident.

People told us they could choose how they spent their time. Everyone's day is personalised to maximise peoples time at the centre. They told us that spending time with their friends was very important to them. They took part in various activities, which they enjoyed. The people who used this service gained friendship, skills and boosted their self-esteem from their attendance at the centre. We observed the confidence that they had with the staff that they worked with. We saw the service was flexible to support the change in needs of supported people. One supported person told us that they were "fed up" and that staff recognised this. Supported by staff they re-evaluated their goals and changed how they spent their time. They said that they were in a much happier position and looked forward to their activities. We observed people really were enjoying attending this service. We observed activities that were energising and had a positive impact on people's mood.

For those moving from education or children's services, the service invests significant time and resources to ensure that this transition is smooth at a time that can be very unsettling for those involved and their families. We saw several success stories where users had progressed and transitioned further and were now working in the local community.

The service used the SHARARRI wellbeing framework to inform planning and helped give people opportunities to develop to their full potential. The framework uses principles which categorises outcomes into those for Safety, Health, Achievement, Relationships, Activity, Respect, Responsibility and Inclusion. They identified what motivated people and used this to help them have a meaningful and fulfilling life. It was clear that outcomes were identified in a consultative way, ensuring relevant people, particularly those supported and their guardians, are respected and listened to. Each visit or interaction is then recorded daily, to show progress towards their particular goals. This approach was clearly very effective as all relatives we spoke with felt included in all decisions which affected their son or daughter. One mother commented, 'they provide very good support, I was worried that after school that would be the end of the education and support, however, I am amazed everyday by what my son achieves, this is thanks to excellent staff and leadership at the service'.

This centre is at the heart of the community and is very heavily involved in the local community. Some intensive work with local facilities had taken place. Some supported people visit the castle garden and encouraged by the gardeners to participate in keeping the ground immaculate. The local press photographer is a supporter of the Ellon editors' group and often joins in on their expeditions.

We found that the staff team supported people to believe that their dreams are achievable and that they worked hard to make them a reality. Goals that people were achieving included attending the theatre, college, dance classes organised by the local academy children, organising conversation café's, linking up with other centres regularly, working successfully learning new skills such as confidence to cook and putting on educational shows for down syndrome week to raise awareness of down syndrome. This often involved a lot of preparation and planning which led, in several cases to significant life changes. For example, one user with reduced mobility attended a Zumba class to observe and listen to the music. However, she was so enthusiastic to join in, which has resulted in her taking this up as a hobby. This has had a significant impact on their health and wellbeing. We saw that each event was reflected and evidenced in a format that you could see everyone was proud of their achievement.

The service was very good at informing and involving the people who used it in assessing and improving the service. They did this in numerous ways, which included using their newsletter "Centre Scene" and social media. A group of people who used the service produced the newsletter. These newsletters and posts on social media reported on what happened in the service, feedback on the "service users meetings" and encouraged people's views and participation in how the service ran. We were particularly impressed to see that they had published several books. People were involved in an editing group that was led by supported people and minimal input by staff. One of the books was for a member of the public about their life.

Staff confidently dealt with stress and distress in a respectfully and sensitive way that caused least disruption to the group activities. We found that staff knew people well and treated them as individuals and with respect.

While attending the centre people were visited by various health professionals to look after their health and wellbeing. We spoke with the community learning disability nurse who spoke very positively about the service. She said that the staff and management were always "open and honest" and the communication was "very good." This contributed positively to good working relationships with visiting professionals.

We could see there was a high level of creativity displayed throughout the service through arts and crafts. People were very proud of the work that they had achieved. Communication was supported using pictures to enhance conversation and communication. This contributed positively to people's feelings of confidence and wellbeing.

We evaluated the service as performing at a very good level. The service demonstrated major strengths in supporting positive outcomes for people.

## 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?

**5 - Very Good**

Staff supported people well, guided by very good, clear up to date and relevant support plans. Their content showed the staff knew people's needs and personalities and had consulted with them and their family. We could see clear evidence care was well planned and supported people have a say in how they were supported. This meant that care was responsive to an individual's changing needs and wishes.

For each of the groups supported people attended, staff evaluated their engagement and outcomes in the form of an activity sheet. They reviewed what people got out of the session and what support needs were identified to help include and support users with activities. As a result, individuals were all able to successfully participate in the activity.

This service provided very good continuous assessment and planning for the people who used it. Staff had successfully supported people to achieve a level of independence and involvement in activities that surpassed original expectations. Evidence in support planning showed how people have developed and grown in confidence and maturity. For some this meant they took part in the decision-making groups, made presentations to meetings, and worked with staff to develop ideas and projects. For others, their increased mobility showed their growth in confidence and skills. We felt that the planning process was very good throughout and we could see how this has contributed to the outcomes identified through the report.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very 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	5 - Very Good

  

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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