

Create Aberdeen Support Service

Inchgarth Community Centre
Aboyne Place
Garthdee
Aberdeen
AB10 7DR

Telephone: 01224 313323

Type of inspection:

Unannounced

Completed on:

7 November 2019

Service provided by:

Create Aberdeen

Service provider number:

SP2009010481

Service no:

CS2013316738

About the service

The service was registered with The Care Inspectorate on 27 November 2013. Create provides a large variety of person-centred activities to support adults with additional support needs within their own homes and in the community. People using the service require varying degrees of support from the staff members.

At the time of inspection, the service was supporting up to 78 supported people at various times throughout the week. This number could fluctuate depending on whether supported people choose to attend particular activities on offer.

The care provider's head office is based in Aberdeen at Inchgarth Community Centre. The staff team works with supported people in various community centres throughout the Aberdeen City area. Transport can be provided to and from the centres with prior arrangement.

Creates aim they state that:-

They empower service users to make choices and have control over the services that they receive and the lives that they wish to lead and to promote inclusion and community participation by providing activities and services in mainstream, community facilities and making links with other community groups.

What people told us

Prior to the inspection, we sent out a questionnaire to supported people and their families. People were really keen to tell us about all the good things that this service does to support people. We also spent time with people during the activities that took place during the inspection and some of the feedback we received was:

"I have reviews to discuss any changes while attending create if I don't like something they will always listen and help"

"They teach me skills like cooking and let me try new things"

"I know I can rely on the staff to make sure I am safe"

"They make allowances for my health issues and always make sure I am safe"

"Newsletters are sent to my family to keep them up to date with regards to all of the activities I have been attending and what options are available to me".

"Everyone is made to feel welcome; the service tries their hardest to include everyone in all the activities that they carry out. Nothing is a bother"

"Staff encourage my family members to make choices and decisions for himself and follow them through but without putting him at risk".

"The communication at this service is excellent"

"Staff are professional at all times and always there in the time of need"

"There is a low turnover of staff which gives my son stability"

"Supported people defiantly take part in making the decisions about what groups and where they go. Staff are very flexible and patient"

"When they provide one to one staffing this gives us peace of mind and reassurance that people are well looked after"

"I feel well supported"

"Without coming to create I would have no social life and be stuck at home board; here I have my friends and we make plans to meet up and go out to the cinema."

Self assessment

The Care Inspectorate is changing the way it inspects services. We did not request providers (except childminders) to complete a self assessment for the 2019/20 inspection period. Instead, we took the opportunity to discuss and assess the service's progress using their improvement or development plan as part of their internal quality assurance. We also reviewed information we had received from the provider since our previous inspection.

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

People were experiencing very good support from the service, which was individually tailored and right for them. This service was supported by very good staffing. This was because that the service demonstrated major strengths in supporting positive outcomes for people.

Due to the communication needs of some people, we were unable to obtain verbal feedback however we did do observations. We saw people were relaxed and comfortable during activities that took place. As a result, 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.

Support plans showed staff knew people's needs and personalities well. It was clear that consultation took place with supported people and families. Activities that were planned were tailored to the individual and supported people had a say in how they were supported. We saw people's health and wellbeing were being positively supported by attending this service. This meant that care was responsive to an individual's changing needs and wishes.

We found that there were no barriers to support people to be fully involve in all activities that took place. Staff told us a "can-do attitude" had been adopted by everyone at this service. Goals that people were achieving included; attending gaining confidence to cook, successfully learning the guitar and playing in a band. Being able to sign the words to their favourite songs in the choir group, putting on performances at the local theatre and dance classes, this often involved a lot of preparation and planning which led, in several cases to significant life changes. For example, one user with a history of not engaging successfully managed to come to the service and have a meaningful day. Feedback was this provided people with structure and stability. This has had a significant impact on their health and wellbeing. We saw that each event was reflected and evidenced in a format and that you could see everyone was proud of their achievement.

This service consistently looked for solutions when meeting people's needs and wishes to ensure they got the most out of their service. There were many examples from the responses we received from interviews with people. For people with no access to transport to attend activities, the service had a bus and will collect people who would be socially isolated, some of these people lived within 24 hour supported accommodation. This contributed to supported people being treated with dignity and respect.

People were being supported positively in various locations socially in and around the local community. We saw staff supported people to interact with people around them. Staff was quick to deescalate situations that could have caused a potential upset. This meant that people were building meaningful relationships with people using their service and the local community.

Everyone's day is personalised to maximise people's time at the service. People told us they could choose how they spent their time. 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 service. We observed the confidence that they had with the staff that they worked with. The service was flexible to support the change in the 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.

People were supported to get the most out of life. The feedback we received was without Create people would have nowhere to go where they can be themselves, develop their independence and have a structure to their day. We observed people really were enjoying attending this service. We participated in activities that were energising and had a positive impact on people's moods. This meant that people receiving the service could choose activities that suited their likes and dislikes and were more motivated to achieve their health and social goals.

There was a smooth transition for those moving from education or children's services. The service invests significant time and resources to ensure that 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 looking for work placements. This meant that everyone's care and support at this service was well planned.

People receive information and advice in a way that was right for them. The service made good use of photos and symbols as a way of ensuring that information was inclusive and that the people using the service could get the most from the activities on offer. We saw that some staff used Makaton signs as a way to communicate with people. This meant that everyone felt involved.

People very much felt involved in the development of the service. Service user-led newsgroup had successfully developed a newsletter quarterly that was distributed to a wide network of people. People were involved in service development through customer feedback questionnaires that were positive. This is important in making sure people are involved and kept informed.

The organisation had invested in the staff team. Supporting people to do their job well and achieve additional skills and qualifications. Some staff were obtaining specialist Makaton communication training in order to successfully support their Makaton choir group. Staff and management were committed and passionate about improving service delivery. This contributed positively to the service retaining staff and helped promote good staff morale.

Create staff worked together to ensure service delivery was of a high standard and that activities were meeting people's needs. The staff team were well-managed who directed each other to ensure the day to day running of this service was very good. Staff were confident that people got the most out of their time at the service. We participated in the rock band group and every single person participated in the group and the atmosphere was amazing to see. This contributed positively to the outcomes for supported people.

What the service could do better

The service had made sound progress in monitoring the quality of the service and developed a plan for improvement. There were plans in place to enhance and expand groups some of the group activities to enable more evening sessions. This supports the local campaign "staying up late". More information can be found here <https://stayuplate.org>.

We had confidence that all relevant parties were on board and this meant that this would have a positive impact on enhancing peoples lives.

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	
1 Nov 2018	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
31 Aug 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
6 Oct 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
8 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 5 - Very good
31 Oct 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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