

## Ark Clackmannanshire Housing Support Service

1 Bedford Court  
Alloa  
FK10 1LZ

Telephone: 01259 218291

**Type of inspection:**

Unannounced

**Completed on:**

8 January 2020

**Service provided by:**

Ark Housing Association Ltd

**Service provider number:**

SP2003002578

**Service no:**

CS2004073951

## About the service

Ark Clackmannanshire is registered as a combined Housing Support and Care at Home service. The service is provided by Ark Housing Association Ltd. The provider has several registered services for people with learning disabilities.

This service is provided in the local authority area of Clackmannanshire. People receive support based on their needs and wishes.

The service aims to:

- Help service users maintain a fulfilling lifestyle in the community.
- Provide person centred support to meet individual needs.
- Promote social networks to ensure we work collaboratively with the important people in individuals' lives.

## What people told us

We spoke to three people during the inspection, and received two Care Standard Questionnaires (CSQ's). People's views regarding the service were extremely positive with the service they received. They regarded staff as supportive and enabling. They were encouraged to set and work towards outcomes in a range of areas. Comments made were:

"When I came to live here, I came for visits and an overnight before moving. It was a big step for me and staff were very good at helping me feel comfortable and settling in. The staff are nice, feels like they are "not breathing down my neck all the time." They know to balance support with enabling me to do things for myself. I gets opportunities to try new things and do things I like. Staff know me very well, what I do and don't like. Quite happy living here, have no plans to move."

"I'm really happy with the support I get. I've made a lot of progress over the last year, it has been a good year, I've learned new skills, experienced living somewhere new, made new friends, tried new things and I'm working three days a week. Very happy with how things are and don't want things to change."

## Self assessment

We are not requesting that services submit a self assessment for this inspection year.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

People experience care and support which is based on the principles of compassionate care. Assessment and care planning focus on people's strengths (including their personal strengths, family social and community networks) rather than their disabilities. The person's needs are looked at holistically and there is a multi-disciplinary focus on working with the person to promote their wellbeing and achievement of positive outcomes.

Support plans are individual to each person using the service and are completed to an excellent standard. People's needs, choices, wishes and preferences are at the heart of the support plan. If people's independence, control or choice are limited this complies with relevant legislation and is carried out sensitively. Support Plans clearly identify what the individual wants to achieve (their outcomes). Ark staff work alongside each person to help them work out what they want to happen and the support they need to do this.

This support plan is a dynamic document which is regularly updated as people progress and achieve. Risk assessments that are already in place that are linked to achieving an outcome are attached to each support plan, and positive risk taking is promoted. People were working to and achieving outcomes in a range of areas including visiting and staying with family, attending college, having a ride on the back of a motorcycle, support to make health appointments, keeping their home environment clean and tidy, budgeting, sports, using their bus pass to get around, holidays, football matches, Speak out group and voluntary work. A weekly planner is in place to provide structure but this is flexible. This means people can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoor and outdoors.

Service users meet with their keyworker each month for a key chat, giving them an opportunity to feedback on the quality of their care and support. People are asked 'what was good about your support, how can we keep what is good happening, is there anything we could have done better, does anything need to change?' The ethos of the service is to work alongside people to support them to achieve their outcomes by means of effective communication and relationship based care. A record is kept of what people said, what their keyworker will do with this information, and by when.

People can look back on the outcomes they have worked towards regularly during their time in the service and reflect on the skills they have acquired, and the positive outcomes they have achieved. People are encouraged therefore to develop their sense of self and to maximise their self reliance and self direction.

People living in the service told us that staff knew them very well, and understood their likes and dislikes. They felt they had achieved a lot while there. They said that while staff supported them very well, they also understood that they needed to be given time and space to achieve things on their own too (which was very important to them).

Sleepovers at the service have recently ended and staff worked alongside the people living in the service to prepare them and reassure them for this big change. Staff carry out night time checks before leaving to ensure their safety and security and this change has gone smoothly. People valued the trust placed in them and the increase in their independence. This meant people using the service get the most out of life because the people and organisation, who support and care for them, have an enabling attitude and believe in their potential.

### Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

Grade: 6 – excellent

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The service continues to perform very well in the area of management and leadership. A new manager is in post who has many years of experience working within the organisation as a manager thereby making the transition process smooth. There have been no new staff recruited this year, or new people entering the service. The current staff team have worked in the service for some time, are confident in their roles and what is expected of them and work self sufficiently with support available to them should they need it. The manager knows the staff and people living in the service and engages meaningfully with them.

The service continually evaluate people's experience of using the service to ensure they are receiving care and support which meets their needs. The views of people living in the service are heard and taken into account when planning their outcomes and support they need. People told us they were very happy with the service.

Good training is available to staff, from mandatory and refresher training with other training available via e-learning. Staff were knowledgeable and assured in their skills. Communication within the service was good and staff benefited from working within a well established service with clear aims and objectives. They felt confident in making their views known to the manager. This means that people experienced stability in their care and support from people who knew their needs, choices and wishes, even when there were changes in the service.

Staff feel that teamwork and communication is good, that staff support each other and that management are available as needed. The manager is modelling a team approach which acknowledges and encourages the contributions of the staff team. Staff meetings have recently changed to reflect this and demonstrate that staff are encouraged to discuss their ideas and any issues arising in a relaxed environment, whilst also using them to disseminate information staff need.

A very good supervision and appraisal framework is in place and has been utilised well. Staff are encouraged to reflect on their practice, and to learn from their experiences. Training is available, although some staff felt they would like more.

Staff are aware of their responsibilities for continuous professional development to maintain their registration requirements. This promotes good outcomes for people using the service and means people can have confidence in staff and management because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

**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.

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
11 Dec 2018	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
6 Mar 2018	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
7 Mar 2017	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
10 Feb 2016	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
27 Oct 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
30 Oct 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
29 Oct 2012	Announced (short notice)	Care and support 5 - Very good Environment Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	5 - Very good 5 - Very good
25 May 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
3 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
29 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 3 - Adequate

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.