

## ARK Alloa Care Home Care Home Service

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Telephone: 01259 218291

**Type of inspection:**

Unannounced

**Completed on:**

24 January 2020

**Service provided by:**

Ark Housing Association Ltd

**Service provider number:**

SP2003002578

**Service no:**

CS2003011478

## About the service

ARK Alloa Care Home, known to be people who use the service as Tobar Tigh, registered with the Care Inspectorate in April 2011.

ARK Alloa is part of ARK Housing Association, which provides support and housing across 13 Scottish Local Authorities.

The service is currently registered as a Care Home and provides support to a maximum of eight adults who have learning disabilities. At the time of our inspection the service was full.

The aim of the service is "to promote the rights and aspirations of people with learning disabilities by providing socially inclusive and flexible opportunities for housing, support and other services."

## What people told us

Overall comments from people using the service and their family members were very positive. They included:

- I love it here
- The staff are all great
- My relative has come on leaps and bounds since moving into the service
- My relative's independence has increased so much
- They are doing things I would never have thought possible
- I would like more staff at night.

## 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
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?	6 - Excellent

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**

Ark Alloa provides a care home to a maximum of eight adults who have learning disabilities. At the time of our inspection the service was full. The service was delivering an outstanding level of care in many areas including people being treated with dignity and respect and getting the most out of life. Care planning and review was also of an excellent standard.

There was a strong sense of community within the service, with people living fulfilling lives, and care staff providing a discreet and dignified level of support, meaning people felt respected and valued. The service placed an emphasis on independence and enablement, and we saw excellent examples of this approach in practice. This included people who have lived in the service for many years still achieving new goals, such as travelling independently. We felt the service had achieved an excellent balance of providing just the right level of support for each individual living there. Some people had keys to their own room, which they locked when they went out for the day. This was empowering and enabled people to be independent and in control of their lives.

During the inspection we joined a team meeting where staff were discussing their key worker role. They were competent, skilled and reflective in their practice. The discussion was well led by the manager who had been in post for over a year. She made sure everyone had an opportunity to contribute and offered valuable advice and guidance. We also spent time with people while they were receiving support. Staff treated people with dignity, respect and compassion. We heard from family members and professionals involved with the service, and all spoke very highly of the quality of care.

It was clear that people led active lives, whether spending structured time at their local day centre, taking part in a large variety of recreational activities supported by the service, or going out and about on their own. Staff worked hard to gather people's views about activities. A particular strength was their regular 'key worker chats' which were used to discuss the goals people had. The staff then supported the individual to make it happen. Recent examples of this were people going on holiday, as well as working closely with a football club to enable someone to attend a game in a way that was right for them. The service also placed importance on ensuring people had designated one to one time with staff, allowing them to focus on specific outcomes and activities in a planned way, with their care and support being the focus of staff's attention.

There were positive examples of people's health benefitting from the care and support they received. People were supported to attend regular health appointments, and the service promoted nutritional meals, with cooking often led by the people living in the service. We also saw a proactive approach when people needed additional support, including bereavement. This again demonstrated a personalised approach that promoted emotional resilience and wellbeing.

The service would benefit from taking a more structured approach when looking into any medication errors or incidents. This would ensure they reflected on practice, with a focus on learning needs and any factors that contributed to it. The service could develop the support they offer people around choosing whether to take part in health screenings, so they can be confident that people are making informed choices affecting their health and wellbeing.

### 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?

**6 - Excellent**

Care planning was a real strength of the service and they were completed to an excellent level. People's 'My Good Life' support plans were detailed, up to date and person centred. They gave a true sense of the individual and it was clear that time and effort went into them. There was a great level of detail, including the preferred words and phrases that people used, showing that key people were involved in developing and reviewing the plans.

An enabling approach was threaded throughout the care plans, with the focus being people's skills and abilities, and how staff can support and promote these. The plans emphasised what was important to people, along with choices and preferences. There was an excellent level of information on day to day life, showing staff were well informed and consistent in their support, ensuring people's wishes and choices were met.

Care reviews for people living in the service were up to date, with clear records of areas of discussion and agreed outcomes. In both support planning and reviews, people receiving support were at the centre and their input was clear to see. Families we spoke to agreed that reviews were well planned and beneficial, meaning people were fully involved in developing and reviewing their care.

There was an appropriate level of risk assessments in place which again placed an emphasis on enabling people rather than being averse to risk, showing that people were supported to take positive risks which can enhance their quality of life, including some people managing their own medication.

We saw the detailed work that went into the assessment process when someone new moves into the service, with the person and their family being fully involved at an early stage. We were pleased to see the service was beginning to think about the future needs of people as they get older, and how they can ensure they continue to receive support that is right for them. We look forward to seeing this progress in the year ahead.

## 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	6 - Excellent

1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	5 - Very Good

How well is our care and support planned?	6 - Excellent
5.1 Assessment and care planning reflects people's planning needs and wishes	6 - Excellent

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