

## North Ayrshire Services Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
28 March 2023

**Service provided by:**  
Cornerstone Community Care

**Service provider number:**  
SP2003000013

**Service no:**  
CS2004073031

## About the service

North Ayrshire Services is registered to provide a support service to adults and children with learning disabilities and those with autism or autistic spectrum disorder, children with mental health needs including those who require behavioural and emotional support, adults with mental health needs and older people. The provider is Cornerstone Community Care.

North Ayrshire Services operates from an office base in Irvine. At the time of inspection, the service provided support tailored to individual need to 15 adults across North Ayrshire.

The stated aim of the service is to:

"Provide high quality care and support to adults with learning disabilities, autism and complex needs aged 18-65 years old.

The service support individuals to achieve their goals by:

- Promoting independence.
- Supporting and promoting new and existing friendships.
- Supporting people to explore new experiences.
- Actively involving the people we support in feedback and consultation.
- Developing close partnership working with families and professionals to look at the holistic needs of each person we support.
- Encouraging exposure to previous experiences for the people we support following the Covid Pandemic."

## About the inspection

This was an unannounced inspection which took place from 21 February 2023 to 27 February 2023 between the hours of 09:00 and 17:00. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection, we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with two people using the service and three of their family;
- spoke with seven staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with visiting professionals.

## Key messages

People's choice and independence was encouraged and they were able to take part in activities and new experiences.

The service ensured people supported were at the centre of their care.

People and their families were included.

The service has a robust quality assurance system.

Staff were trained and had access to training required to meet the needs of people.

The service had good links with health professionals.

## 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?	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 evaluated this key question as very good, where several strengths impacted positively on outcomes for people and outweighed the areas for improvement.

People could be confident that their health and wellbeing would benefit from their care and support. We could see clear recordings and documentation related to people's health needs and evidence of any concerns being followed up with health professionals. The service had good links with local health professionals. One of them told us that 'they always seek advice appropriately' and 'they will seek further training to ensure they meet people's needs'. There was clear information within support plans that detailed any equipment that was required when supporting people outside their home. This ensured that those supported were able to access the community and participate fully in activities and outings safely.

This service was excellent at ensuring that people received support that was filled with compassion, dignity and respect. During this inspection, we were able to see the 'People we support consultation group' take place where people supported were planning an awards ceremony to celebrate their achievements. This had been suggested by people supported and the service was active in assisting them to make this happen. This provided a real sense of inclusion as people were encouraged and supported to participate and communicate their ideas.

People and their families were involved in planning their support and we could see that staff supported their individual choice and routines. They were able to participate in a range of activities and experiences which were documented within their support plans, and we were able to see that people had been able to contribute to these. Independence was promoted and there was a real focus on what people were able to do and experience. One person's family member told us, 'they always do what he wants to do, it is his choice'. This ensured that those receiving support were able to maintain and develop their interests.

The service was in the process of moving all paper-based support plans to an online system. It was clear that some staff were more confident in using the system than others. This meant that some key information was not easy to find and did not reflect all the high-quality person-centred work that had been completed. The service should continue to progress with the transfer to the online system and support staff with their confidence in using the system to its full potential.

People using services have a right to build trusting relationships with those who support and care for them. It was clear that staff knew the people they were supporting well, and we were able to see caring and friendly interactions. One person told us, 'they are like pals...he looks forward to seeing them'. People were supported by core teams and received rotas to tell them who to expect to support them. If there were any changes this would be communicated to those supported and their families. This ensured that people could be confident that their support was consistent and stable.

At the time of inspection, the Infection Prevention and Control (IPC) policy was being reviewed. Staff had completed IPC training and were following current guidance. Staff told us that they always had access to appropriate Personal Protective Equipment (PPE). This ensured staff were confident in keeping people safe and free from infection.

**How good is our leadership?****5 - Very Good**

We evaluated this key question as very good, where several strengths impacted positively on outcomes for people and outweighed the areas for improvement.

It is important that care services have effective systems in place to assess, monitor and evaluate the quality of services provided. This is done by gathering evidence using audit tools, feedback from people using the service and their relatives. This information should help drive service development and improve outcomes for people they support.

North Ayrshire Services had a robust quality assurance system in place. We saw evidence that regular audits and staff competency checks were happening. The lead practitioners within the service cross audited each other's services. Any issues found during these audits were followed up and actioned. This ensured that people benefited from a culture of continuous improvement.

People should be confident that they are being supported by trained, competent and skilled staff. The service had a clear overview of staff training. Staff training was up to date. There was a mixture of both face-to-face training and online training. Staff had access to mandatory training as well as additional training depending on the needs of the people they were supporting. We heard from health professionals that the service will seek out additional training where appropriate. This ensures that people are kept safe and their needs will be effectively managed.

During this inspection, staff that we spoke with told us that they feel supported by the service's approachable and responsive management team.

We found that staff received regular meaningful support and supervision which explored person-centred goals for people supported and staff were encouraged to reflect on their achievements and challenges. The service had a clear overview of this. This allowed staff to reflect on their practice and how it impacts on improving outcomes for people.

## **What the service has done to meet any areas for improvement we made at or since the last inspection**

### **Areas for improvement**

#### **Previous area for improvement 1**

The manager should ensure that each person has a personal plan in place which clearly states the expected outcomes as a result of the person receiving care and details how the care would be delivered to meet the individual needs and preferences. The plan should be regularly reviewed and updated.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states

that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices'. (HSCS 1.15)

"I am fully involved in developing and reviewing my personal plan, which is always available to me". (HSCS 2.17)

**This area for improvement was made on 16 April 2019.**

### Action taken since then

All people supported had their own support plan which detailed their needs and wishes. People and their families had access to these and were involved in reviewing and updating. The service were in the process of moving information within these plans to an online platform.

This area for improvement is met.

### Previous area for improvement 2

The manager should improve the existing quality assurance systems so that any issues that could have a potential negative impact upon the health and wellbeing of people are timeously identified and addressed.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states that:

I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. (HSCS 4.19)

**This area for improvement was made on 16 April 2019.**

### Action taken since then

The service has a robust quality assurance system. There are regular audits carried out on all aspects of the service with any issues followed up and actioned.

This area for improvement is met.

## 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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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