

Abbie Resource Base Support Service

New Abbie
Scottish Autism
31 Arden Craig Place
Glasgow
G45 9US

Type of inspection:
Unannounced

Completed on:
21 August 2023

Service provided by:
Scottish Autism

Service provider number:
SP2003000275

Service no:
CS2003000889

About the service

The Abbie Resource Day Service is operated by Scottish Autism. The service is based in Castlemilk, Glasgow, to provide a service to a maximum of 20 adults with Autism. It is a day service which welcomes adults with a diverse range of needs. The service provides a variety of centre-based and community opportunities for individuals which are flexible, meaningful and designed to promote the choices, preferences and aspirations of each person. The service has been specifically designed around the needs of autistic individuals. Facilities include a sensory room, IT area, social area, games room, communication room, art room and fitted kitchen and dining area. Individuals can also access art therapy sessions giving them the opportunity to explore their creative talents.

About the inspection

This was an unannounced inspection which took place on 15 August-21 August 2023 between the hours of 09.30am and 16.00pm.

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 five people using the service and five of their family representatives.
- Spoke with five staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Spoke to three external professionals involved with the service.

Key messages

- The staff were familiar with people's needs and preferences.
- Families and professionals spoke highly of the service.
- People enjoyed a wide range of meaningful activities specific to their needs.
- People benefited from high quality facilities.
- Aspects of care recording should be improved.
- Quality Assurance Systems should be better used to achieve improvements.

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?	4 - Good
How well is our care and support planned?	4 - 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 significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore, we evaluated this key question as very good.

People should expect to be treated with compassion, dignity, and respect. It was evident people benefited from positive relationships with the staff team. Interactions between staff and people supported were warm and kind. This meant that people were enabled to feel safe and secure.

People benefitted from continuity of care arrangements. They could be confident that they were supported by a staff team who knew their needs and preferences well. Family members we spoke to shared that they had confidence in the care provided. One family member told us, "The day centre is so personalised, my relative is doing things I never thought possible".

Staff knew people's routines well. We observed a staff member preparing for a person attending the service, setting up the environment in a familiar way to that person. This ensured they were comfortable and able to manage their time in the day centre. This demonstrated person-centred care which was something the staff spoke of being committed to providing.

Meaningful activity and social engagement promote wellbeing. People could participate in a range of activities including arts and crafts, gym sessions, jigsaws and outings within the wider community. The centre allowed people to use rooms for various purposes with staff support either on their own or with their peers. Comments from families included "Staff are a god send and we could not do without them".

Staff were able to detect changes in people's presentation and could respond appropriately. Staff understood people's indicators of stress, signs of health or emotional issues and sensory overload. Communication aids were used effectively. Appropriate communication assessments were undertaken to support each person's unique communication and information needs.

Staff worked in partnership with external professionals and families to ensure the needs of each person were met. One professional told us "Staff have excellent communication and have a trusted skill set". This gave assurance the service provided a personalised service for people living with autism and other complex needs.

The centre recently moved to new premises. Staff recognised that change can be difficult for people who use the service therefore individualised transition plans were agreed. This helped ensure people were appropriately supported. External professionals confirmed this approach benefitted people who use the service. One professional told us "The service delivers innovative support that is truly focussed on the needs of the young person".

People's health should benefit from their care and support. People's families confirmed that they were involved in decisions about the care provided. One relative told us "Communication is excellent and I am contacted about any changes". People and those close to them were routinely involved in developing and reviewing their personal plans. This ensured that as far as possible people were supported according to their wishes.

Systems were in place to support medication administration practice and to help ensure individuals were supported to take the right medication at the right time.

Staff and management spoke to us about their commitment to providing a high-quality service which met each person's identified outcomes. We observed staff working together in a collaborative way to ensure the health, safety and developmental wellbeing of the people they support.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

People benefit from a culture of continuous improvement. Management quality audits were not fully utilised to achieve improvements within the service. We were assured that this had not impacted on people's actual care experience. However, strengthening existing quality assurance systems would improve management oversight and inform ongoing development of the service. (See area for improvement 1).

We saw clear records of accidents and incidents and good reflective practice discussions with staff. This promoted positive learning from unplanned events. However, reportable events were not consistently notified to the Care Inspectorate as expected. Recent improvement in this area should be maintained.

People can expect to be meaningfully involved in shaping the development of their care service. Questionnaires had recently been circulated to the people who use the service and their families. Feedback from people who use the service, families and stakeholders as well as the outcomes from the management quality audits should be used to inform the service development plan.

Areas for improvement

1.

To ensure people benefit from a culture of continuous improvement the provider should ensure quality assurance processes are carried out competently and effectively and achieve improvement in the provision of the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19)

How well is our care and support planned?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

People can expect their personal plan to set out their needs, wishes and choices. Personal plans were person-centred and gave detailed description of the support each individual required to meet their specified outcomes. Risk assessments outlined risk reduction measures to promote safety. This helped ensure

people's support was right for them.

We reviewed daily notes for people who use the service. We found gaps in recording and instances where information was recorded in the wrong place. This made it difficult in some instances to track events and the care and support provided. We were assured that a range of actions would be taken to ensure that record keeping improved in line with the organisations policies. This included the use of personal mobile phones and social media platforms. (See area for improvement 2).

Areas for improvement

1.

The provider should ensure that all staff follow the organisations record keeping policies and procedures and maintain clear and accurate records relating to the care and support they provide.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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 and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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