

## Be Able North Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
21 August 2023

**Service provided by:**  
City of Edinburgh Council

**Service provider number:**  
SP2003002576

**Service no:**  
CS2003017510

## About the service

Be Able North is a support service providing reablement activities for adults over the age of 55, in the North of Edinburgh. The provider, City of Edinburgh Council has been registered to provide this service since 1 April 2002.

The service provides one to one and group support, using Otago exercise and cognitive stimulation therapy sessions for people with mobility or memory difficulties.

## About the inspection

This was an announced (short notice) inspection which started on 14 August 2023.

The inspection was carried out by an inspector 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 six people using the service and one of their family
- Spoke with seven staff and management
- Observed practice and daily life
- Reviewed documents

## Key messages

- People's wellbeing and confidence were improved as a result of the care and support
- Staff felt supported by the management team
- Personal plans were person centred and strengths based
- Staff gained support from regular practice observations

## 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 good is our staff team?	5 - Very Good
How well is our care and support planned?	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 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.

We observed warm, compassionate and positive interactions between people and staff within group settings and when staff were supporting people one to one in their own homes. People were treated equally and given time to process information and share their views. We observed one person become distressed within a group session, staff quickly reassured and redirected the person, reducing the stress and enabling the person to enjoy the activity.

People were supported and encouraged to be as independent as they could be, when taking part in mobility exercises, which enabled people to develop confidence in their abilities, while staff ensured their dignity was maintained.

People were involved in developing their personal plan, this helped to identify people's needs, goals and preferences. This ensured that the service was right for them. People were also involved in developing their support plan which was a dynamic document, updated at each session. This allowed people to see their progress and the impact the care and support was having on their physical abilities.

Staff were aware of people's medical conditions and the impact these had on their mobility and confidence. We observed person centred approaches from staff during exercise sessions, with some exercises being altered in response to how the person was coping with the session. People were encouraged to do as much as they felt comfortable doing.

People's wellbeing and health were the main focus of the service, and there was clear evidence that the majority of people involved in the 6-week exercise programme, had improved their mobility, wellbeing and confidence. People were assessed for any equipment to support their Independence at home and enable them to access their community safely. People were also signposted to other community activities and resources to encourage meaningful connections and access to their local and wider community.

## How good is our leadership?

4 - Good

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

Quality assurance processes were in place to ensure that a range of activities and procedures were checked on a regular basis, this included audits of support plans, supervision records, cleaning and, health and safety processes.

The staff and management team met three times a week to discuss any practice issues or pass on information regarding people using the service. Communication at these meetings was good and staff gained advice and suggestions that supported their role. Regular Otago (exercise) meetings also took place, which ensured that all staff were using the same techniques and ensured consistency and good practice when delivering exercise sessions. This meant that people's care and support was delivered by staff with the right skills.

The occupational therapist within the team was responsible for ensuring the quality of staff practice in terms of the Otago exercises. This involved regular practice observations and feedback. Staff described this as supportive and helpful in developing their skills. This feedback was not linked to the professional development of staff within their supervisions or annual appraisal, which the manager agreed would be beneficial at the time of inspection.

Staff supervisions were supportive and had a focus on the wellbeing of the staff member. Staff described the management team as helpful and understanding. One staff member commented "they are very approachable and supportive, any problems their door is always open"

The service used a key performance indicator action plan to focus the team on ensuring that they were meeting their agreed objectives. This was not a formal improvement plan, however this did allow the manager and team to focus on ensuring the quality of the systems and processes they used within the service.

Consultation had happened at the end of each programme for people, however this information did not lead to any evaluations of the service or any improvements. The manager agreed that implementing an improvement plan based on consultation with people using the service and staff would be a beneficial.

Feedback from people was positive and people did not have any concerns about the service they received. Complaints processes were in place and although people agreed in their personal plan that they knew how to make a complaint, as people did not generally accept a printed copy of their plan, they were not able to access information to independently make a complaint if they chose to. We discussed this with the manager during inspection and will follow this up at the next inspection.

### How good is our staff team?

### 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.

Staff appeared to know the needs of people well and interactions were positive and showed genuine care and compassion. Staff clearly knew their roles and responsibilities well and gained advice from experienced and skilled members of the team, when required.

Staff described the team as being very supportive to each other. One staff member commented "staff are very kind and helpful"

Staff had their own caseload that they managed independently, this allowed for flexibility and to ensure that people using the service could access support sessions at times that fitted in with their lives. Staff commented on the service being short staffed, this did not appear to impact on people using the service, but those on the waiting list. The manager was hopeful that recruitment processes would help to fill the gaps in the team.

During the team meeting, staff had open and honest discussions about issues they were having. Staff asked for advice on areas they had concerns about and shared experiences of situations which helped other staff members. Staff also used this time to celebrate people's progress and positive changes that had impacted on people being supported by the service. The team work well together and respect each other.

All staff felt that they had access to the right training, resources and information to do their jobs well. Practice observations were described as supportive and helpful for staff.

## How well is our care and support planned?

**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 had been involved in developing their personal plans, these were detailed, person centred documents, which included the person's background, care needs, preferences and what the person wanted to achieve from their time with the service. These were based on the Three Conversation Approach, the aim of which was to support people to lead independent lives. This approach to personal planning consisted of three conversations that supported professionals to identify what people need or would like to happen. It focused on the capabilities of people and their communities. This meant that staff had all the information they needed to ensure that people were receiving the right care and support.

Support plans, which were completed after each session of exercises clearly identified the assessed need of the person and were updated after each session with progress. This allowed the person and the staff to clearly see any progress made.

## 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	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 good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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