

Tynebank Resource Centre Support Service

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Type of inspection:
Unannounced

Completed on:
12 November 2025

Service provided by:
East Lothian Council

Service provider number:
SP2003002600

Service no:
CS2003015678

About the service

Tynebank Resource Centre is registered as a support service (care at home). The service provides a care service to adults/older people with learning disabilities in Tynebank Resource Centre, Hartgate Court, in the community and in their own home. People attending the service live within East Lothian. The service is provided by East Lothian Council.

There were 25 people using the service during the course of this inspection.

About the inspection

This was an unannounced inspection which took place on Wednesday 5 November between 10:00 and 15:30, Thursday 6 November between 9:30 and 14:30, and Friday 7 November between 11:00 and 12:30. The inspection was carried out by one 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:

- observed people being supported at Tynebank Resource Centre and in the community
- observed interactions between staff and people using the service
- spoke with five family members, and received 2 feedback questionnaires
- spoke with 9 staff and the management team and reviewed 18 feedback questionnaires
- spoke with two visiting professionals and reviewed 9 feedback questionnaires
- considered the cleanliness and quality of the physical environment
- reviewed documents in connection with people's care and support
- reviewed documents in connection with staffing, maintenance and management of the service.

Key messages

People were supported by staff who know them and their families extremely well.

People were supported with warmth, humour and respect.

People were actively encouraged to maintain their skills, mobility and try new activities.

Staff followed guidance provided by health professionals well to support people's complex health and care needs.

Staff had the right skills and values to respond positively to people's health and care needs as these changed.

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 staff team?	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 the performance of the service under this key question as very good. We found significant strengths in aspects of the care provided and how these supported positive outcomes.

Tynebank Resource Centre offered an impressive range of flexible options to adults with complex learning and physical disabilities. As this included both on site and community based activities, this meant that people could choose the setting that suited them best. By organising activities in other community venues, the service had expanded its reach, enabling people who did not wish to attend Tynebank Resource Centre to benefit from support. People could also stay at the flat in Hardgate for overnight respite care. The range of rooms within Tynebank Resource Centre meant that people could be with their peers or have individual space if that was what they needed. From the way in which people's attendance was planned and support arranged, it was clear that staff knew people and their families extremely well. As a result the support was bespoke to people's individual needs.

There were a number of group or individual activities to choose from throughout the day, including music, painting, games, sports, use of an iPad or watching television. People were supported to take part in the way which suited them, ranging from being fully engaged to watching from a distance. Staff celebrated people's achievements and we saw that people responded to this positively. Staff made good use of specialist equipment, such as specialist chairs and mobile beds, to support participation. We saw that people with reduced mobility enjoyed activities that might otherwise be unavailable to them. This meant that people's opportunities to be engaged in activities was maximised.

People's support plans gave clear guidance about people's care and support needs with a strong focus on the person's communication and support needed to facilitate their participation. We saw that this was followed well. People made their needs known as staff read their body language and facial expressions well. Staff always responded positively so that people experienced warm and respectful interactions. Staff were attentive to any changes in people's mood and wellbeing. We saw that staff used their understanding of people's personality to anticipate the triggers that might cause distress. This promoted a calm environment where people could express their personality.

Support plans included specialist guidance on mobility, nutrition and behaviour management. We saw that guidance was followed carefully so that people experienced positive outcomes. Visiting professionals commented that communication with staff was effective and that they worked well together to share experiences and develop support strategies. People were encouraged to maintain their skills and mobility where ever possible as staff used an enabling approach. There was good managerial oversight of people's care and support with quality assurance systems in place to help monitor and plan people's support.

Family members commented: "(my relative) is happy to be there and is annoyed if their attendance is disrupted." and "(my relative) is more alert, engaged since coming to Tynebank Resource Centre".

People chose where they wished to be, what to do and how to behave. Where this posed a risk to themselves or others, staff made efforts to keep them safe in an unobtrusive manner. This meant that there was as little restriction to people's movements and behaviors as possible. Facilities at Tynebank Resource Centre and Hardgate were well maintained as the care taker ensured that equipment such as beds, hoists, and wheelchairs were in good working order and safe to use.

Family members were actively involved in planning their relative's support and any changes that were needed. There were examples of shared problem solving whereby staff and family members worked together to establish the right support for the individual. People benefitted from the close working relationships between staff and visiting professionals, including members of the learning disability team, physiotherapist and the dietician. Family members told us that the frequent contact helped the continuity of care between the day care/respite and home life. Families were also appreciative of the guidance they received in the transition from child to adult services, and the possibility of using the respite service at Hardgate in the future to support their relative. This gave confidence that people and their families were well supported during life changes.

Visiting professionals told us: "all service users are treated as individuals. Care plans are robust and families are always involved in planning"

There were good systems in place for the storage, administration and recording of medication at Tynebank Resource Centre. This included medication being recorded on arrival and when leaving the premises, being stored in a safe place or being carried by the person or their support worker for emergency use. There were good protocols in place for the use of as required medication so that people received this at the right time. We gave guidance about recording fridge temperatures. The leadership team agreed to re instate recording the fridge temperatures to ensure medication was kept at the right temperature.

Most people came together to have their snacks or lunch that they had brought with them. They were supported in the manner that suited them, following the guidance in their support plan. Meal times were sociable occasions where staff and people chatted and enjoyed each other's company. For those whose dietary intake was a concern, this was monitored closely and information was shared appropriately with family members and relevant health professionals. Where people's food was stored in the fridge during the day, the service agreed to re instate recording the fridge temperature to ensure food was being stored safely.

From all our observations and evidence gathered we assessed that people's health wellbeing benefitted from the care and support they received from Tynebank Resource Centre. Family members all conveyed their appreciation of the care and support their loved one received. They commented on the very good communication with the staff group. This assured them that their loved one was well cared for and enjoyed activities that met their interests.

How good is our staff team?

5 - Very Good

We evaluated the performance of the service under this key question as very good. We found significant strengths regarding the staffing of the service and how this supported positive outcomes.

Staff were extremely positive about their role in supporting people. We observed them to support adults in a calm and encouraging manner, with genuine respect and good humour. Staff clearly knew the adults very well and were able to gauge their mood and responses. They were inclusive in their approach, ensuring that where ever possible people could benefit from the cheerful environment they helped create. In conversation staff expressed a strong value base of respect, inclusion and promoting independence.

One family member told us: "staff are always upbeat."

Staff worked well together to offer calm and considered support to people. They assisted each other with ease and we observed all interactions to be respectful. They adopted a flexible approach to their working day to take account of people's changing needs and attendance patterns. This was reflected in the way staff rotas and day to day staffing arrangements were made. This meant that the skills mix, numbers and deployment of staff met people's health and care needs. Some staff commented that at times staff numbers limited the range of activities that people could take part in. The service was in the process of recruiting additional staff to increase the staff compliment.

Staff recruitment was robust, ensuring that new staff demonstrated strong values of dignity and respect. The service arranged shadowing and mentoring opportunities for new staff. This meant that they could develop their skills and knowledge by learning from the positivity of the staff team.

The staff team were described by a visiting professional as being: "stable and consistent."

The management team had good oversight of staff development, including in person and on line mandatory training. This included moving and handling, medication, epilepsy care and food hygiene. In addition staff received guidance in relation to people's specific health care needs as required. They used this guidance to support people's behaviour, respond to seizures, assist with complex mobility and personal care needs competently. Supervision and annual appraisal arrangements were in place. Most staff said they felt well supported in their role. We saw that staff were kept informed of developments within the service and that some took the opportunity to give positive contributions.

Staff used ways of sharing information about people's care and support needs positively. This was done in team meetings, core group meetings, six monthly reviews or during the course of the working day. This enhanced their knowledge of people's changing circumstances and meant that they supported people well.

There was good continuity between the care and support people received at Tynebank Resource Centre and respite at Hardgate as some staff worked in both settings. This supported people to make use of respite and was valued by family members.

All staff, including those who did not give direct care and support to people, were positive about the contribution they made to people's wellbeing. People and their families could be confident that staffing arrangements were right and that staff worked well together.

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

To assure people that their care provider is promoting their safety and protection the leadership team should ensure that all notifiable incidents are reported to the Care Inspectorate within the stated timescales.

The provider should:

- a. Update and cascade information on reporting guidance notifications to all staff teams in the service.
- b. Report all notifications to the organisations it works with following agreed guidance.

This is to ensure care and support is consistent with the Health and Social Care Standards 4.18 which state:

'I benefit from organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected.

This area for improvement was made on 4 April 2024.

Action taken since then

Since the last inspection the provider had developed a protection flowchart to supplement its protection policy and procedure. This gave all staff the necessary guidance to inform their practice. Incidents and accidents were recorded in the provider's internal system so that any concerns were shared with the senior management team. We found that notifications made to the Care Inspectorate were appropriate and evidenced the actions that the service had taken. This gave people using the service and the regular confidence that incidents were escalated correctly.

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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