

Arran View Support Service Support Service

Arran View Support Service @ Suzi's Space
Arrol Park Resource Centre
Doonfoot Road
AYR
KA7 4DW

Type of inspection:
Unannounced

Completed on:
9 June 2023

Service provided by:
South Ayrshire Council

Service provider number:
SP2003003269

Service no:
CS2011289559

About the service

The service is owned and managed by South Ayrshire Council and provides day services for up to 10 people with learning disabilities.

Arran View Support Service was located within the grounds of Arrol Park Resource Centre. It had recently moved to another building within Arrol Park - Suzi's Space. The accommodation had been adapted to meet the needs of the individuals who used the service. This included a lounge, dining room, activities rooms, garden area and sensory rooms.

At the time of the inspection, attendance patterns varied.

The service states its mission statement as:

- "Support - To enhance your day by providing a variety of stimulating, relaxing or therapeutic activities that will assist you to maintain your general wellbeing.
- Aim - To provide and accountable service measured by results and outcomes.
- Focus - on the principles of our service which lie in the following values. To be treated with respect, to have the opportunity to make you own choices, to share community places, and to have a valued social role.
- Ensure - that Arran View Support Service offers an efficient, effective, quality service, staffed by experienced, responsible and professional people."

About the inspection

This was an unannounced inspection which took place on 7 and 8 June 2023. 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:

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

Key messages

People were supported by friendly, caring staff.

There was a wide range of activities for people to take part in.

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?	4 - 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?

4 - Good

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

During the inspection, we were able to see friendly and caring interactions between staff and people supported. It was clear that staff knew people well. Those supported appeared to enjoy the company of staff which was clear from lots of smiles and laughter. One person's family member told us that their loved one would sing on their way to Arran View. This told them that they were looking forward to their day.

People were supported to access a range of activities both in house and out in the community. As staff knew those they supported well, they were able to offer planned outings and day trips for people to enjoy. Staff has a good understanding of people's needs and were able to accommodate both group and individual activities, depending on the needs of the person. At the time of inspection, the service were working on how best they could gather feedback from the people they supported and how they could best involve them in the planning of activities. We look forward to seeing how this develops at the next inspection.

There was a range of therapeutic supports on offer which people could choose to access as well, including sensory rooms and use of some equipment to support postural care, including positioning to reduce pain and distress, whilst improving opportunities for more inclusion in other activities.

The service had very good links with health professionals who provided guidance and support within the service. There was very good evidence of the service reaching out to health professionals for advice or if they noticed any changes in the people they were supporting. This ensured that people could be confident that they were being cared for in a safe and effective way.

We saw how staff interacted well with each other to share information on people using the service. This ensured that all staff worked with attempts to provide a consistent team working approach to meeting the needs of people using the service.

How good is our leadership?

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.

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, and carrying out direct observations of staff practice. This information should help drive service development and improve outcomes for people they support.

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 told us they had access to a range of training. We could see some person-specific training to ensure staff were able to meet the individual needs of those they supported.

In order to enhance outcomes for people, the manager had requested feedback from the relatives of the people they supported. The feedback that had been returned was very positive about the service and the experience their loved ones received. At the time of inspection, the service was working on gathering feedback from people supported to ensure that their opinions were also captured.

There was a service improvement plan in place which was clearly linked to the organisation's quality assurance systems and the Health and Social Care Standards. This included an action plan that was regularly reviewed to reassess progress towards targets in conjunction with the organisational plan.

We found that staff received regular support and supervision and 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

Documentation should be streamlined with information more easily accessible, which would ensure people receive the right support and care at the right time.

This to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 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); and '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 6 May 2019.

Action taken since then

People have robust care plans in place. The service has begun the process of changing the format of people's care plans. Feedback from families, professionals and daily records shows that people are getting the right support for them. As the service is currently in the process of changing the format of care plans and streamlining documentation, this area for improvement will continue. This will be reviewed at the next inspection.

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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - 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?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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