

South Ayrshire Integrated Reablement Service Support Service

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Type of inspection:
Unannounced

Completed on:
3 November 2023

Service provided by:
South Ayrshire Council

Service provider number:
SP2003003269

Service no:
CS2021000224

About the service

The service was registered with the Care Inspectorate on 18 August 2021. The registration certificate states that:

The service will be provided to adults with physical disabilities and older people in their home and in the community. Where the support is provided from more than one address, the service must keep the Care Inspectorate informed of any changes to the addresses from which the service is provided. The service will be provided by six reablement teams and two mobile attendant teams located in Ayr.

The service sets out their aims and objectives in the 'South Ayrshire Integrated Reablement Service Redesign Project Executive Summary' which states:

South Ayrshire Integrated Reablement Service, (SAIRS), provides holistic assessment, goal setting and therapeutic intervention to adults over the age of 18 who have a care or support need. Referrals are received from service users, their families or informal carers, other professionals, and hospitals to support safe discharge to the community. An initial strengths-based holistic assessment is undertaken to identify service user personal outcomes and agree strategies to achieve these. Equipment and telecare needs are identified and met if within criteria, if not, information and advice for self-purchase is provided.

The Reablement Process

SAIRS approach is person-centred, and reablement focused. SAIRS will support individuals to regain skills and promote their independence to enable them to manage their activities of daily living. Support is usually provided for a maximum of 6 weeks from SAIRS however this can be shorter or longer depending on individual need.

The Reablement service covers the following:

- Reablement programme usually 6 weeks intensive support.
- Telecare service providing electronic equipment and monitoring to assist people to maintain their independence in their own homes.
- Reablement Unmet Needs Assessment Team (RUNAT) aimed at early intervention of high risk individuals awaiting support packages and assessment
- Emergency mobile attendant provide 24 hour emergency crisis support throughout the whole of the South Ayrshire council area.

About the inspection

This was an unannounced inspection which took place on 25, 26, 27 October, and 1 & 3 November. 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 five people using or had used the service and two of their relatives
- Spoke with 28 staff and management
- Reviewed documents
- Spoke with two external professionals

Key messages

- There was very good management and quality assurance systems in place.
- The service was being delivered by team of staff that were dedicated, caring and compassionate about the job they do.
- Documentation such as initial assessments and care plans were of high standard, very well written and person focused.
- Staff were working well as a team to deliver high standards of care and support to people in the community.
- There was very good communication between the staff in the team and sharing with other departments and organisations to work collaboratively towards shared goals.
- There was experienced, knowledgeable and skilled staff in key senior positions ensuring the service continues to deliver high standards of care and support.

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
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.

People should be confident that their health and wellbeing benefits from the care and support they receive. We saw that the care and support documentation we sampled was well written and initial health needs assessments were of a very good standard. These included clear explanations and descriptions of the person's identified medical conditions and subsequent health needs. These were clearly written by staff with considerable experience and knowledge.

This ensured that people's needs were being identified early and therefore staff were able to respond and provide the right kind of support to enable and encourage reablement as the main priority for this service provision. The information within the care and support plans clearly explained what people could do for themselves and what assistance they required from staff in regards to their health and wellbeing.

The quality of the health needs assessments and the subsequent care and support documentation ensured that care staff were directed as to how to help and support people to regain their independence, with a strong focus on the reablement ethos and model of care. The completed progress notes from the care staff indicated this was working well and they were very good at identifying issues and sharing important elements through this communication process to ensure people were being supported accordingly.

We heard about and read several final summary documents that demonstrated people having returned home from a hospital admission and gaining their full independence back. This was achieved by a collaborative and hard working team of care staff being supported by a committed and competent management support system.

There were very good communication systems in place between the various agencies involved and there was a strong emphasis to ensure this was maintained and developed to maximise the efficiency of the service delivery procedures. This again was achieved by senior staff in key positions with considerable years experience and knowledge of providing care services to people in the community. As well as a committed and dedicated team of care staff who continue to go that extra mile when supporting people in the community.

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 services implement effective systems to assess, monitor and evaluate the quality of services provided. This is achieved by utilising auditing tools and quality assurance procedures including direct observations, spot checks and feedback from people who use the service and their relatives. The data gleaned from these auditing procedures, including input from the staff helps drive developments within the service to ultimately improve outcomes for the people they support.

We found a very well organised and effective management team working hard to achieve positive outcomes for the people they supported.

The documentation and quality assurance systems in place were well written and clearly being produced by people who know the job well including the challenges and issues. This helped to create a positive team dynamic at all levels and we observed mutual respect and high standards of professionalism from all the staff we met during this inspection.

The on-going evaluations from the observations and spot checks helped to ensure good standards of documentation were being maintained and this was clearly evident in the quality of the completed documentation we reviewed. Appropriate actions plans were in place in response to any identified issues and these were reviewed and checked regularly as required.

There were systems in place to monitor and manage and identify staff training needs, support and supervision requirements, including personal development. We also noted that there was good individual support as well. We found a team of staff demonstrating in their actions, mutual respect and a supportive and caring approach towards their colleagues.

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.

People should be confident that they are being supported by trained, competent and skilled team of staff. We saw that the service had a very good ethos and culture for supporting staff at all levels within the service through regular supervision, training and personal development.

Training was available and provided through a mix of face-to-face and online courses. Staff had access to mandatory training as well as additional training, depending on their identified training needs and the type of people they were supporting.

There were good procedures in place for recruitment and induction of new staff into the service and we saw good examples of staff being supported through modern apprentice schemes or being transferred over from other organisations and absorbed into the service in a supportive and considerate manner.

This helped to create good team dynamics and we saw that staff were considerate towards each other with shared respect and a professional approach. We were impressed by the standard and attitude of all the staff we met. They presented as caring and compassionate and proud of the work they were doing and demonstrated enthusiasm and a keen drive to deliver high standards of care and support to vulnerable people in their local communities.

During this inspection, we spoke to many of the staff team and found them to be enthusiastic and motivated, whilst demonstrating a caring and compassionate approach. This was evident in the positive comments and feedback we received from the people they supported and our observations and interactions with them. The care staff were supported by a management team with considerable experience in running services in the community.

We saw that there were opportunities for staff to receive regular supervision and support including personal development including access to team meetings updates newsletters and other communication with senior staff. This ensured staff were kept up to date and given the opportunity to communicate together as a team and reflect on their practice.

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.

The overall calibre of the care and support documentation we reviewed during this inspection was of a high standard, well written and of good quality. This gave reassurances that staff were knowledgeable, skilled and experienced in the delivery of good standards of care and support to people in the community.

We found that the systems in place to manage and monitor the various elements of the delivery of these care packages were well organised. Again, it was clearly evident that the staff were not only competent at this but also compassionate and considerate to the needs of the people they were providing support to. This ensured that the person centred ethos and culture of putting the person at the centre of the service delivery was always the priority.

There was a strong drive to improve and develop the inter communication between different agencies and other parties involved in the health and social care partnership. We heard of the commitment and efforts of the senior staff team to work more collaboratively across these different services and organisations to streamline and deliver consistent standards of care in the community.

We heard of the commitment from the senior staff and managers to help to identify, develop and share procedures and information across these boundaries which helped to encourage cross fertilisation of ideas, solutions, share knowledge, skills and experience. This helped to develop collective and collaborative responses that ensured care and support was provided at the optimal level to meet the needs of the people in the community.

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?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	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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