

South Lanarkshire Lifestyles East Kilbride Support Service

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Type of inspection: Announced (short notice)
Inspection completed on: 13 December 2016

Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2003001366

About the service

Lifestyles- East Kilbride is operated by South Lanarkshire Council and provides Community Support Services for people with a learning disability, some of whom may also have a physical disability. Support is provided both in the community centre and in the local community.

The service is provided between 8.45am and 3.45pm Monday to Friday. Patterns of use are flexible dependent on the needs of the people using the service and range from one to five days a week. The service is registered to provide day care and support for a maximum of 65 adults. The numbers using the services varies on a daily basis. The purpose-built centre offers a computer controlled multi-sensory room, a number of general purpose rooms, a dedicated art room with pottery facilities, personal care areas, music studio, community hall, coffee bar and public internet area with full internet access.

The service aims to maximise the personal and social development of service users through a programme of structured activities tailored to meet individual outcomes. The support was offered using three different models, activities within the community centre, activities in the local community supported by staff and also activities which were only facilitated by staff for the service users to attend independently.

What people told us

It was clear from observation that all the staff had built up very positive, respectful relationships with the service users. It was also clear from observing staff, that service users were supported in a person centred respectful way. We saw that service users were relaxed, happy and interacted very positively with the staff supporting them. We saw there were interactive, fun, enjoyable groups for the service users to take part in which were very well facilitated by the staff. We saw that there was a relaxed informal atmosphere within the groups and the centre itself. Everyone we spoke with told us that they liked the activities on offer and when asked if there was anything they didn't like, everyone said no.

We also sent out questionnaires prior to inspection to gain feedback about the support and activities in the service. Eighteen questionnaires were returned from relatives on behalf of their family members who attended the service. All were very positive about the service and the quality of the support. Comments included:

"Care centre is excellent

Invaluable service for both client and family

Service promotes independence

There are regular reviews, wants and needs are always listened to, and best interests of the person are paramount".

Self assessment

A fully completed Self Assessment document was submitted by the service and gave relevant information for each of the Quality Statements under the four Quality Themes. The service identified its strengths and areas for future development and gave some evidence of service user involvement. The self assessment was completed to a very good standard and reflected our findings at inspection.

From this inspection we graded this service as:

Quality of care and support

5 - Very Good

Quality of environment

not assessed

Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The staff provided support in a flexible person centred way to enable the service users to be supported in their choices of activities and lifestyles. We found that personal plans were easy to read, detailed documents which reflected each person's choices and abilities. We saw that the people supported, where able, were fully involved in all aspects of support planning, including reviews of their support and activities to meet their personal outcomes.

There was a strong focus on communication in the service. We saw this as strength which enabled people to be involved in decisions in a way that suited them.

We saw that the staff supported each person in a respectful, knowledgeable manner ensuring that their support reflected both individual health needs and personal choices. We saw that there were a range of opportunities for the service users and their relatives to give feedback about support and be involved in making decisions about how the service operated.

We saw there was a full range of activities on offer which were held both in the service and in the local community. The activity programme reflected the choices of the people using the service to help them meet their agreed outcomes.

South Lanarkshire's Councils policies and procedures were used to underpin all staff practice. This included codes of conduct and the values expected of staff. We saw very good processes in place to support new staff. We saw that all staff were up to date with relevant mandatory training. Staff had also had the opportunity to take part in training relevant to the people they supported. This enhanced their skills in supporting each service user in a person centred way.

Staff met regularly with their line manager to discuss any issues and feedback from the people they supported was part of the agenda. Staff had the opportunity to reflect on their work and develop their own goals through a yearly appraisal. We also saw there were staff meetings where policy, development and practice issues could be discussed. We saw that staff were encouraged to develop in their roles. This included being supported to move onto promoted posts as well as undertaking further roles within the service.

The manager and senior day centre officer were based in the service and therefore observation of staff practice happened as part of the day to day service. Staff told us there was a supportive, open culture from the manager. We found staff to be professional, knowledgeable and motivated. We could see a strong emphasis on team working for the best interests of the people supported.

What the service could do better

We discussed that whilst there were risk assessments in place we thought these were difficult for the service users to have access to and understand. We suggested that risk assessments used a "traffic light" system to identify the level of the risk. This would enable staff to see at a glance the level of risk identified and give an easy format for service users to understand.

We suggested that further development of the use of communication tools would be of benefit to support

people's involvement in every aspect of the service provided.

Although the Involvement strategy had been transferred to an easy read format, this did not give details of the methods used, the timeframe for feedback or the methods of feedback. As an area for improvement further development of this should be considered.

Whilst there was a yearly conference which service users attended we thought as future planning people using the service could be asked to take part in the service's development day. The development day would set objectives for the service for the coming year.

We thought that further development of questionnaires sent out to relatives would be of benefit. At present these asked questions that relatives would not be able to have an informed opinion of. This included asking if staff were recruited in a safe manner.

We discussed that whilst we could clearly see that six monthly reviews of support were consistently achieved, these did not link to the review dates in the personal plans. We could see that when changes to support happened plans were updated. However information within the plan could be from 2015 and whilst this may not have changed there should be evidence of review of the information. (See recommendation 1).

Each member of staff would be expected to keep their own continuous professional development folder once registered with the SSSC. This contained training, reflective accounts and how they would put the training into practice. We suggested as good practice staff should be encouraged to commence this to prepare for registration with the SSSC.

Whilst we saw a staff recruitment policy and supervision policy we could not see a staff probationary policy. We saw that there was a system in place to review staff competence. However as good practice thought should be given to the introduction of a probationary policy with clear expectations for any new staff member (See recommendation 2).

South Lanarkshire's policy was that supervision for all staff was undertaken a minimum of six to eight weekly. We saw the records of supervision were very well written, detailed documents. Staff also told us they were very well supported. Whilst we had no concerns about staff support, we found that the timeframes for supervision had not been consistently met. We also discussed that as good practice staff comments about their achievements should be added to their performance and development reviews.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The personal plan should show clear evidence of review of the information held in it at least once in a six month period.

National Care Standards Support Services, Standard 2, Management and staffing.

2. All staff should be given clear guidance on what the probationary expectations are. This would include:
A policy/guidance on probation

Record of all meetings/support with new staff to enable this to link into a probationary review
National Care Standards, Support Services, Standard 2, Management and staffing.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
31 Jul 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
3 Aug 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
22 Oct 2009	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
7 May 2008	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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