

## Fairhill Rise Support Service

Fairhill Centre  
Pishwanton Wood  
HADDINGTON  
EH41 4FH

Telephone: 01620810931

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

**Completed on:**  
8 March 2024

**Service provided by:**  
Seol Trust

**Service provider number:**  
SP2021000092

**Service no:**  
CS2021000149

## About the service

Fairhill Rise Centre is operated by the Soel Trust which is a subsidiary charitable trust, part of Ruskin Mill Trust Group (RMT Group). It offers day service support, Monday to Thursday, currently, for up to twelve adults with learning disabilities over the age of 16. The service is based in a 60 acre rural setting in Pishwanton Woods on the outskirts of Haddington. The service aim is to offer work and living skills and development programmes. People have the opportunity to learn about woodlands, horticulture, cooking, social skills and health and well being.

The manager a land manager, workshop lead and support staff work with people each day who attend. At the time of this inspection twelve people were attending the service.

## About the inspection

This was a short notice first inspection which took place on 29 February, 4 March 2024. 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 registration information, information submitted by the service and intelligence gathered.

In making our evaluations of the service we:

- Spoke with ten people using the service and three of their family
- Spoke with three staff and the manager
- Observed practice and daily life
- Reviewed documents
- Spoke with three involved / visiting professionals

## Key messages

- People were supported by a staff team who knew them well.
- People enjoyed being outdoors learning new skills.
- People were supported to grow, prepare food and cook meals.

## 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 good is our setting?	5 - Very Good
How well is our care and support planned?	4 - 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 this key question as very good. The service demonstrated important strengths for people with few areas that needed improvement.

On arriving at the centre people were welcomed with warmth and encouraging conversations from a team they knew well. Staff gave people time to express themselves and share their news. We observed that people had formed friendships with each other as well. Staff were aware of people's abilities and where someone required a quiet space this was supported in a sensitive way. A family member told us, 'the service has managed to get their relative to sit in the group this is an excellent development for them'. At the start of each day people agreed what they would be involved in and either worked with staff 1:1 or in a group. This meant people experienced care and support in a way that was right for them.

People had a personal plan, a paper copy was stored in a secure office space as contingency as well as an online system 'data bridge'. Staff were able to access this.

Activities took place outside in the rural setting of the service with appropriate equipment in place. Staff worked with people doing gardening, fence repair, cutting back low woodland gorse. Where people did not wish to take part then this was supported, giving them space to walk round the laid out paths in the service setting.

Indoor activity for people surrounded kitchen activity and preparation of the mid-day meal for everyone. We observed people and staff preparing the lunch with the person taking the lead on choosing which salad dressing they would make for the day. People had also been involved in pressing and making apple juice which they told us they had enjoyed. Family members we spoke to told us 'he feels valued and can do things that are helpful', 'relative loves it here', 'relative enjoys helping with the animals, feeding them'. A family member told us the service was 'a life saver during the pandemic' for their relative. These approaches meant people were recognised as experts and their preferences and wishes were considered when they participated in the activities.

The service had planned to introduce a weaving workshop and use the plants grown to make dyes for the threads and materials. One person we spoke to told us they would like to be involved in this when it started. A resource centre on the site hosted workshops, people and staff helped to set up and prepare the food. The manager had recognised the service could have more links in the community and was looking at other ways to build on community connections.

People helped prepare a healthy home made lunch, alternatives were available. Those that chose to do so, sat together, while some people preferred to bring their own packed lunch. Relatives told us people liked working in the kitchen, they enjoyed the meals and liked the snacks. We observed that people enjoyed their meal together with no sense of rush. People had access to hot and cold drinks over the day. The service supported people to make the meals and snacks as well as grow and eat the food that had been produced from the garden. These approaches with people showed they were involved and enjoyed the meals whilst at the service.

People's personal plans contained information about their health. They were able to have an active life, participating in a range of pursuits to maintain their wellbeing in the outdoor and indoor spaces. The service did not have health professionals that visited.

If people became unwell, staff would contact their families or carers. No medications were administered at the service. Involved professionals told us, people's mental health had improved, people enjoyed being outdoors, people liked that it 'felt like work' as opposed to attending a day service. This meant people were able to be supported to be independent and control their health and wellbeing whilst at the service.

### How good is our leadership?

#### 4 - Good

We evaluated this question as good. There were important strengths with some areas for service improvement.

The service had policies and procedures in place. Audits and quality assurance activity was supported by the wider team in the Ruskin Mill Trust, where required action plans were in place. Personal plan auditing could be enhanced and this was discussed during the inspection. A development plan was in place which could be strengthened by adding in the quality assurance activity, actions and outcomes. Accidents and incidents were recorded and where required actions taken. The service had received no complaints but had a policy and process in place should any be received. These measures meant people benefited from a service that had quality assurance processes in place to support improvement.

An annual survey had been developed for people and families but had still to be shared, we will monitor the outcomes of this at our next inspection. Family members and professionals we spoke to told us communication was good with the service. The service had planned to further develop its social media communications. The feedback from the surveys (once received) would mean people were included and could be part of how the service developed for them.

Staff meetings were held each morning to plan the day with an end of day debrief taking place. A weekly staff meeting also took place. The manager produced weekly updates for the board of trustees and attended the board meetings. These approaches meant people could be confident the service was led well as staff had the necessary information to care for them.

### How good is our staff team?

#### 5 - Very Good

We evaluated this question as being very good. The service demonstrated strengths with few areas for improvement.

The service was supported by a small team. Safer recruitment processes were in place, with regular support and auditing from the Human Resource department. Staff had a period of probation, where they were able to reflect on their learning, practice and development through regular monthly meetings that took place. Staff had access to face to face training as well as on line e-learning. The manager had oversight of this and received weekly updates regarding completion of training in the team. Staff told us they felt supported by the manager. Supervision took place regularly and people had an annual Personal Development Review. Daily staff meetings were in place and the manager had lines of support in place as well. By having these processes in place people could be confident that staff were trained and skilled to support and care for them.

Staff were clear each day who they were supporting and knew the people. The right number of people were on each day and if required the staff bank (staff known to service) were contacted if required. Over the day there was no sense of rush and the pace was set by the people in attendance. This meant people's needs were being met by the right number of staff.

## How good is our setting?

### 5 - Very Good

We evaluated this key question as very good, the service supported people who visited with few areas for improvement.

Fairhill rise is situated in Pishwantan woods, it sits in 60 acres of land. The land had some areas that had been developed whilst for other areas this was a work in progress. Paths led people around the site. The craft room overlooked the fruit trees, polytunnel garden and vegetable sites. Logs piles and a small chalet where the weaving workshops were to be held sat to the right of the main building. A resource centre and hen coup sat towards the top of the site, bee hives nestled in the wooded area.

The craft room was clean, welcoming and homely. The craft room contained the kitchen area, tables were used for lunch as well as other activities. We observed people gluing, chatting and eating lunch there. The communal space was where staff sat with people at the end of the day to complete their daily log together. An office space provided a quiet inside space for those that needed it. People could choose to be in the craft room which was where most of the communal activity took place and where people had lunch and snacks or sat in other quiet areas if they wished, indoor or out.

The toilets were clean. A call bell system was in place in case people should need help. Staff were aware of how people who attend used the facilities. The layout of the building met people's needs. This meant people were able to access the facilities when they wished to maintain their independence.

The environment was clean and tidy, staff were allocated each day the cleaning schedule to complete. If required, staff had access to Personal Protective Equipment (PPE). The outdoor site was overseen by the land manager and head office supported any actions noted during audits. Maintenance was completed by external contractors, with annual checks and action plans in place for any work required. People were safe and secure because these measures were in place.

## How well is our care and support planned?

### 4 - Good

This area was evaluated as good, there were strengths, which outweighed the areas where improvements could be made.

People who attended the service each had a person centred plan in place. Goals and outcomes for people were not always recorded. This was something the service had recognised and aimed to include for each person. We will monitor this at our next inspection. Feedback from one family about their relatives plan explained they were 'happy with the observations and comments, it had been completed with both knowledge and empathy'.

Where people had the support of families as guardians then the service had copies to refer to. Risk assessments were in place for those people that required them. Staff supported people with positive risks that enhanced their quality of life, for example support to use tools for cutting gorse. Health related issues were recorded in the plans. Daily logs were recorded at the end of each visit with staff and people completing these together. These could be strengthened by adding a section to show the person had worked together on completing their entry. Reviews took place and were regular. This meant people had a plan that was right for them.

## 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
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good

How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good



## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.