

West Lothian Occupational Services Support Service

Almond House
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Telephone: 01506 431 695

Type of inspection:
Unannounced

Completed on:
2 July 2024

Service provided by:
Autism Initiatives (UK)

Service provider number:
SP2004006462

Service no:
CS2010272011

About the service

West Lothian Occupational Services provides an outreach service to adults living in the West Lothian area and was registered with the Care Inspectorate in January 2012. The provider is Autism Initiatives (UK).

The service provides support for people with learning disability and/or autistic spectrum disorder within their own home or at the service's base in Almond House. People are supported to achieve their goals and aspirations by participating in community facilities, group activities and individual activities.

The aim of the service is to provide a supportive environment, with the aim of developing people's independent daily living skills, self esteem and confidence and to support people's ability to be part of community life.

About the inspection

This was an short announced inspection which took place on 28 and 29 May 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 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 four of their family
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professionals.

Key messages

People had detailed support plans which were person-centred and outcome focused.

People were active, engaged and received consistent support from staff.

Staff were supportive of the management changes and worked well as a team.

Staff received regular training; face to face and eLearning and reflected on practice.

The environment had been refurbished and was clean, comfortable and welcoming.

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 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's health and wellbeing should benefit from their care and support. We observed a staff team that was compassionate and dedicated to providing the right support for people based on their wishes and choices. We saw that people supported were comfortable with staff talking and engaging with them. This helped to make people feel valued and build trusting relationships.

People's wellbeing should be enhanced by a person-centred approach to being engaged and active. We found significant strengths in the program of activities and engagement available in the service. Support was flexible and directed towards meeting people's outcomes. This meant that people were enabled to get the most out of life.

Support plans were comprehensive and updated regularly as and when people's circumstances changed. Care reviews were carried out regularly and any changes to support discussed during the meeting. Support plans were updated timely with the information and the person's key worker and support staff advised of changes. This meant people were getting the right support at the right time.

People benefitted from an environment that had recently been refurbished and was clean, tidy and welcoming. There was a choice of large and smaller rooms that could be used for group and 1:1 activities. Each area was used for different activities. This provided people with a choice of where they would like to spend their time.

Staff received regular face to face and eLearning training, which included core training and training to assist staff to support people with complex care needs. Observed competency checks were carried out with staff to ensure they were skilled and competent in their role to support people.

Staff had a good understanding of their role regarding adult protection responsibilities and had a clear focus ensuring people were protected from harm. Staff were also not risk averse, demonstrating a proportionate response to identified risks and enabling people to engage fully in developing a more independent lifestyle.

The service had established positive communication links with families and external professionals. This allowed staff to share updates with families and community professionals on how people had been whilst accessing the service and participating in activities.

There was a very high level of satisfaction among people experiencing care. People found the service to be dependable and reliable. People told us they trusted the support workers and formed good relationships with them.

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.

We reviewed the service's system for safer recruitment. Completed documents for employment checks, interview assessment and other relevant paperwork was held centrally. We found that the service was following best practice for safer recruitment. This meant that people could be confident that new staff had been recruited safely, and the recruitment process reflected the principles of Safer Recruitment Through Better Recruitment.

We were confident staff started work with sufficient knowledge and skills to undertake their role. New staff were given the opportunity to shadow more experienced staff and their probationary period allowed the manager or team leader to assess competence for the role and identify any training needs.

There was a stable staff team, with most staff having been employed by the service for several years. Staff supported people on a one to one basis and there was consistency in the key worker and support workers for individual people. This meant that positive, trusting relationships could be built between people and support staff.

Staff we spoke to were aware of the newly enacted Health and Care (staffing)(Scotland) Act 2019. Senior management were implementing information sessions for management and cascading this to team leaders, senior staff, and support workers.

A schedule of supervision and practice observations was in place. Staff received regular protected time for supervision, enabling them to express their views on the service and reflect on practice. Staff spoke positively of the management team and, although they were a fairly new team, staff felt very positive about the future direction of the service under their leadership. Staff we spoke with told us that morale was high and they worked well as a team.

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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