

Autism Initiatives UK Housing Support Service

53 Clayton Road
Bridge of Earn
Perth
PH2 9HE

Telephone: 01738 813 599

Type of inspection:
Unannounced

Completed on:
14 November 2024

Service provided by:
Autism Initiatives (UK)

Service provider number:
SP2004006462

Service no:
CS2009233458

About the service

Autism Initiatives UK provides a combined housing support and care at home service for adults living in their own homes. The service is provided by two staff teams covering Perthshire.

28 people were using the service when we carried out the inspection. 10 of the service users live in supported tenancies known as the Earn Service in Bridge of Earn. 16 people living across Perthshire were receiving an outreach service.

The service is provided for Autistic adults with or without a Learning Disability

The aim of the service is to create unique services for people to enable them to have ownership of their own lives and future.

The provider's vision states "Our expectation is that autistic people can learn and develop and we support this process every single day".

About the inspection

This was an unannounced inspection which took place on 14 November 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. This report should be read in conjunction with the previous report dated 20 May 2024.

In making our evaluations of the service we:

- spoke with four members of staff and management;
- reviewed documents;
- read two physical files and two digital files.

Key messages

- Documents relating to supported people had been reviewed and tidied within physical files. Information was now easier to navigate. The service is transferring information to computer-based record-keeping.
- The service had made a good start to introducing 'safe staffing' legislation into the workplace. There had not been enough time to ensure this had been embedded into practice.

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 staff team?	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?

4 - Good

This inspection focussed on improvements required from the inspection on 20 May 2024. We have detailed the progress in these areas under the following section of this report:

- what the service has done to meet any requirements we made at or since the last inspection.

We have re-graded the service in recognition of the requirement met. Grades have been moved upward, as we evidenced that the previous grade of 'adequate' is now 'good'.

How good is our staff team?

4 - Good

This inspection focussed on improvements required from the inspection on 20 May 2024. We have detailed the progress in these areas under the following section of this report:

- what the service has done to meet any areas for improvement we made at or since the last inspection.

Although areas for improvement would not, in themselves, instigate a re-evaluation of grades, we have re-graded the service in recognition of the requirement met. Grades have been moved upward, as we evidenced that the previous grade of 'adequate' is now 'good'.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 30 August 2024, the service must review its recording and record-keeping processes to ensure that records are accessible and consistent. This will also ensure that documents available to staff, those supported by the service or their legal representative, are accurate and up to date. This exercise should be done in consultation with staff to ensure records (and their storage) are fit for purpose.

This is to comply with Regulations 4(1)(a) and 4(2) (Welfare of users) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is also 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 am fully involved in developing and reviewing my personal plan, which is always available to me'. (HSCS 2.17)

This requirement was made on 20 May 2024.

Action taken on previous requirement

We saw that a lot of work had been initiated to address this requirement. Team Leaders had been allocated ring-fenced time to review files and address shortcomings. Documents relating to supported people had been reviewed and tidied within physical, working files. Information was now easier to navigate. The service had also begun transferring information to computer-based record-keeping.

Although this work was not yet completed, due to the enormity of the task, we could see that there was a commitment and a process which would achieve it. It is expected to be completed before the end of the year.

For this reason we considered this requirement met, outwith timescales. However, in subsequent inspections we will ensure that it has been completed and established into practice.

Met - outwith timescales

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

To support good outcomes for people, and to support staff wellbeing, the service should, familiarise themselves with, and implement, the recently enacted Health and Care (Staffing)(Scotland) Act 2019.

This should ensure that, in this services, there are the right people, in the right place, with the right skills, at the right time, working to ensure people experience the best health and care outcomes.

The service was sign-posted to Care Inspectorate resource materials on The Hub.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am in the right place to experience the care and support I need and want'.

(HSCS 1.20); and

'My needs are met by the right number of people'. (HSCS 3.15)

This area for improvement was made on 20 May 2024.

Action taken since then

The service had made a good start to introducing 'safe staffing' legislation into the workplace. We saw a full noticeboard containing information on staff well-being and avenues of support should it be required. The manager had attended Care Inspectorate events on this issue and knew where to locate guidance and support.

There had not been enough time to ensure this had been embedded into practice but we felt that the work to date laid good foundations and enabled the service to embrace all aspects of the legislation.

This will also be assured at future inspections.

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
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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