

Sir Alexander Fleming Centre Support Service

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Type of inspection:
Unannounced

Completed on:
5 November 2024

Service provided by:
East Ayrshire Council

Service provider number:
SP2003000142

Service no:
CS2023000143

About the service

Sir Alexander Fleming centre is a day service for adults with a learning disability. The centre is in the town of Kilmarnock close to the bus and train stations, also close to all amenities. East Ayrshire Council are the provider.

People are supported by competently trained staff to play an active part in their community. 36 people were being supported at the time of inspection.

About the inspection

This was an unannounced inspection which took place between 28 October and 5 November 2024. This was the first inspection which was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with nine people using the service
- We spoke with 13 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

Key messages

- We observed that people were happy and confident in the company of workers who engaged with them in a natural, warm and respectful way.
- People benefitted from personalised and responsive support in addition to good communication and involvement.
- People were supported to maintain their independence, social connections and links with their local community.
- Staff felt well supported by a responsive management team.
- People received reliable and consistent support from a familiar staff team with whom they had positive, trusting and caring relationships.
- Staff were highly skilled and competent in supporting people's needs and preferences.

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 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.

During our inspection we saw that people's health benefitted from their care and support. Staff in the service understood their role in supporting people's access to healthcare, this included ensuring that relevant information was shared timeously with the right agencies. The service was proactive in supporting people to access the right health professionals. We saw evidence of referrals being made and people being supported to appointments. A good example of this was when staff supported a person to access the dentist who was scared and refused to go. The team took time to understand her fears and worked closely with the learning disability nurses for support.

People experienced support with compassion, dignity and respect, they commented positively on the quality of care and support provided. People confirmed that they were involved in decisions about the support they received. We were told by one person, "The service is really important to me." other people told us "I love coming here, I love the staff and I've got lots of friends." "I've been coming here for years." "I enjoy going out and doing different things in the centre."

The Sir Alexander Fleming centre is a fun, social and safe place where people can express their needs, wishes and preferences well. People benefited from positive relationships with staff, we heard lots of examples of how people were comfortable talking to the staff. People told us "The staff are brilliant" and "I love the staff,, they are great". Staff demonstrated a commitment to supporting people to achieve their outcomes. We saw warm and kind interactions between staff and people. It was clear that staff knew people well and engaged positively with them. This promoted trust and meant people felt valued.

Meaningful activity and social engagement promoted peoples wellbeing. People had opportunities to take part in a range of meaningful activities. We heard about outings to the football, recent Halloween activities and voluntary work activity. This kept people connected to their local community and promoted people's independence, choice, and provided a sense of achievement.

Staff used effective strategies to support people through periods of stress and distress. Staff were confident in their approach, knowledgeable about people's communication needs and how best to support them. This meant that people could be confident they were supported by staff who knew their needs and preferences well.

External health professionals supported people's health and wellbeing. A professional told us that the service was responsive and willing to make any adjustments required to better support the service users who attend.

Effective systems were in place to support medication administration practice and help ensure individuals were supported to take the right medication at the right time. It was good to see people being involved in safely taking their medication with staff support.

There were plentiful supplies of readily accessible personal protective equipment (PPE) which staff used in keeping with good infection prevention and control (IPC) guidance in people's houses.

How good is our leadership?**4 - Good**

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People can expect a service that is managed well. The staff team spoke positively about the management team who were seen as being approachable, supportive and accessible. Staff had opportunities to discuss aspects of their work, development and wellbeing through team meetings and supervisions. Staff spoke positively about recent team meetings; this had given an opportunity for reflection. Management had undertaken observations of staff practice. Feedback was provided to inform change and improve practice where required.

The manager was visible and supportive of the team. However, she acknowledged that the support offered was often informal and not always recorded. It may be useful for the service to consider the frequency of supervisions otherwise the current standard will not be met.

There were good systems and processes of quality assurance within the service. This demonstrated the provider placed value in monitoring standards within the service. There was a range of audit tools used to assess compliance with expected standards. We saw occasions where the audit system had informed changes in practice, including a fuller record keeping of documentation. This helped identify what was working well and where improvement was needed.

The service would benefit from introducing an improvement plan to identify areas where areas for improvement are required. This should include a manageable timeframe, who responsibility lies with and how that will impact on people who receive support. From the improvement plan then devise an action plan and follow up on this to improve outcomes for people.

People can expect to be meaningfully involved in shaping the development of their care service. We saw evidence throughout the centre where feedback from people who use the service could inform the service improvement plan.

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 were supported by a stable staff group who knew their needs and preferences well. Staff were motivated, friendly and welcoming. Comments from staff included "this is a great place to work and " the management team are really supportive". This showed staff felt valued and listened to.

There were adequate staff available to meet the needs of people supported. People were mainly supported in groups with one person on a one to one basis. Managers regularly reviewed staffing levels. Professional judgement was used to assess staffing levels to ensure they met peoples needs to a high standard. We directed the manager to the Care Inspectorate Hub for guidance and information about the Health and Care (Staffing) (Scotland) Act 2019.

People can expect staff to be trained, competent and skilled, and reflect on their practice. There was a staff training programme in place. A range of training opportunities were available such as adult support and protection, medication management and learning disability awareness. The service ensured staff had appropriate mandatory training and specific training to meet the needs of people supported.

People could be confident that safe recruitment guidance was followed by the service. An induction programme for new employees helped ensure staff were prepared for their role. This included shadow opportunities to facilitate introductions with people who experience support. It was pleasing to see that people who use the service are involved in the recruitment process.

Regular staff meetings allowed staff the opportunity to share ideas and any concerns with management. This ensured staff could share their learning and build on the very good service to continue to improve outcomes for people.

Supervision is led by staff, focussing on their well-being, experience and goals but as previously mentioned often informal. The service should consider the frequency standard to improve the experience for the team and ease pressure on the manager.

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.

People can expect to be supported by staff who have the necessary information about their needs and wishes. Personal plans were person centred and gave detailed description of the support each individual required to meet their specified outcomes.

Risk assessments outlined risk reduction measures to promote safety. This helped ensure peoples support was right for them. Risk assessments were also person centred.

People told us they were involved in updating their support plans, this meant people felt well informed. Personal plans help to direct staff about people's support needs and their choices and wishes. Personal plans were developed in partnership with people receiving support and/or their family representatives. Where needs changed personal plans were updated. This ensured that people were supported by a staff team who knew their choices, likes and dislikes.

Overall, personal plans had been reviewed in the last six months to ensure they reflected people's current needs. It was good to see that they were also evaluated three-monthly.

Daily recordings of people's wellbeing and presentation were documented well in care records.

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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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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