

Young Adult Services (YAS) Support Service

The Steading
Carneithie Street
Rosewell
EH24 9AA

Telephone: 01314482505

Type of inspection:
Unannounced

Completed on:
28 April 2025

Service provided by:
LASC Childcare Services Ltd

Service provider number:
SP2003003106

Service no:
CS2020380385

About the service

Young Adults Services (YAS) is provided by the LASC Childcare Services, a charity organisation that provides childcare in Midlothian. The young adults service is for young adults with additional support needs from the ages of 18 up until 25 years old.

Young adults are referred to the centre from the Health and Social Care Partnership and from local health professionals.

The service caters for a maximum of 12 people per day over 6 days per week.

The service has transport available. People are picked up from and returned to their own home at the start and the end of the day or they can choose to arrive independently.

During the day the service offers light refreshments, and activities.

Support is provided by a mix of paid staff and volunteers.

About the inspection

This was an unannounced inspection of the service which took place between 22 April 2025 and 23 April 2025. The inspection was carried out by two inspectors 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 services registration. In making our evaluations of the service we:

- spoke with people using the service and their families/friends. We also gave the opportunity for family/friends, health professionals and staff to complete an electronic questionnaire
- we talked with members of staff and the management team
- observed staff practice and daily life
- reviewed a range of documents

Key messages

- We observed positive, respectful, and natural interactions between staff and those being supported.
- The provider should look to strengthen systems, including appropriate records, in place to better guide and evidence staff practice in relation to medication administration.
- There were a range of audit tools used to inform the manager and senior management about how well the service was performing.
- Staff observations of practice should capture all aspects of care and support
- People were supported by a small group of staff that they knew well.
- Work to further develop information held within care and support plans should continue

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 leadership?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	4 - 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?

4 - Good

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

We observed positive, respectful, and natural interactions between staff and those being supported. This contributed to the development of effective and supportive working relationships, helped people feel safe and secure and enhanced engagement.

Staff demonstrated a good knowledge of people's needs. This meant that people could be confident that staff supporting them were well informed and worked consistently to help them achieve the outcomes that they had identified.

Support records we sampled contained good information to guide staff, daily notes recorded through the Family Application were descriptive and linked to identified outcomes. People had access to their individual support plans which promoted their rights in relation to information held about them. We will discuss care planning further under key question five.

Relatives told us that their loved ones looked forward to attending the centre and for some the company of staff and other members was a significant positive outcome for them. One relative told us 'The centre is a lifeline for many of us without it we'd be lost'.

It was evident that the service people received had a positive impact on their mental and physical wellbeing. This included practical support and assistance to access healthcare when required and prompts with medication. People were being supported at their own pace, helping them to feel in control.

The mealtime experience was flexible; people could choose to go out into the community for lunch or remain in the centre, we could see that a lot of effort and planning took place to ensure people's preferences were met.

A range of activities had been developed within and outwith the centre through the process of assessing the needs, wishes and abilities of people using the service. Staff were enthusiastic about their role and were aware of the positive impact meaningful activity can have on an individual's well-being. It was clear that people's views, and requests for activities were actioned, showing that activities, wherever possible, were person led.

The service mainly supported people who had low levels of need around medication. If needed, people were supported to take their medication as prescribed. However, the provider should look to strengthen systems, including appropriate records in place, to better guide and evidence staff practice. Where people need as required medication, clear protocols were not consistently in place. This is important to guide staff to when to give appropriate medication.

(See area for improvement one).

Areas for improvement

1. To ensure people are confident their medication regime is being managed safely.

The provider should ensure:

- Care plans associated with medication administration provide detailed, accurate and comprehensive guidance to staff. Clarity is given to care staff and supported people regarding the different levels of support for taking their medication, in line with the providers relevant policy.
- Ensure protocols for "as required" medication are in place for everyone who requires this. These to include what action could be taken before having to offer medication and when "as required" medication is given the outcome of this is recorded.
- Demonstrate that staff follow policy and best practice about medication administration records and documentation;

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

"I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS4.11).

"I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

How good is our leadership?

4 – Good

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

Management had a good overview of the centre. Staff told us the manager and management team had an open-door policy, where any aspect of care, support or development could be discussed and was listened to. The manager and senior staff modelled the practice they expected, and this led to good outcomes for the people who used the centre.

The manager knew the care and support needs of people and was able to direct care in a supportive and professional manner. An established staff team supported each other well through clear channels of communication. This ensured any changes to care were consistently achieved. Regular team meetings offered an opportunity for staff to share and contribute to the development of the service.

There were a range of audit tools used to inform the manager and senior management about how well the service was performing. A home improvement plan was in place which was supported by action plans to drive continuous improvement. Management meetings were in place to ensure all aspects of the service had an overview by the manager.

We discussed with the manager, the need to ensure identified actions resulting from audits were evidenced as complete when work had been undertaken, ensuring that they captured the impact of improvements and overall outcomes for people using the service. This would allow senior management overview and allow the provider to showcase the good work they have completed or about to start.

How good is our staff team?

4 - Good

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

Staff had been recruited in a way that made sure they were safe to care for people. Recruitment practices were good, documented clearly with relevant checks being undertaken.

People were supported by a small group of staff that they knew well. People and families found this reassuring and meant they developed trusting relationships with the staff. One relative said, 'The staff are great, so relaxed and welcoming'.

People experiencing care had the opportunity to meet any new staff being introduced. This meant that staff had time to get to know the person and learn what was important to them. Staff confirmed that they felt they had a good induction with regular ongoing support from the management team.

Supervision records were completed for all staff; staff told us they could speak with a manager at any time, and they attended regular team meetings. We sampled records of supervision meetings and observations of staff practice and found good evidence of discussions held, feedback on practice, reflection on any training undertaken and aspects of care they did well or found more challenging. This aided staff development. We discussed with the manager, ensuring staff observations of practice captured all aspects of care and support, including but not limited to manual handling practice, Infection control practice, medication support and general care.

Staff were clear about their roles and helped each other by being flexible in response to changing situations.

Morale across the service was high, all the staff we spoke to said they were very happy at their work. Staff felt well supported by management and had regular opportunities to discuss concerns. This supported people to have a positive experience of their care as the staff team were enthusiastic and happy.

How good is our setting?

4 - Good

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

The centre was managed by a third party; there was a janitor in place to whom concerns could be reported too. Staff reported any defects or repairs, and these were actioned quickly, or referred on to an outside contractor. This helped to maintain a safe environment for people using the centre.

Overall, the centre was clean and tidy, free from odours or intrusive noises. One of the advantages of the centre was its proximity to local shops and amenities, which enabled people to be part of the local community.

How well is our care and support planned?**4 - Good**

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

At the time of inspection, the manager and staff were in the process of reviewing the information held within support plans, we could see that appropriate actions had been identified by the manager, and these had been included within the ongoing improvement plan of the service.

Some plans contained good information about people's personalities, interests and preferences which gave a sense of what was important to the person experiencing care. However, the quality of information about people's preferences for support varied across the plans sampled. Following discussion with the manager there was recognition that work still needed to take place to ensure all plans were of the same quality.

People had access to external professional supports such as GPs and Social Workers when this was needed. This ensured that people were receiving regular routine health screening and had access to other peripatetic professional supports. Guidance from other professional staff was recorded well within plans.

Relatives told us that they had regular reviews with managers about their loved one's support and that these were helpful to them in discussing health and wellbeing needs and planning for future support. It also gave them the opportunity to share their views about their experience of how well they felt supported.

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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - 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

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