

Fairhill Rise Support Service

Fairhill Centre
Pishwanton Wood
HADDINGTON
EH41 4FH

Telephone: 01620810931

Type of inspection:
Announced (short notice)

Completed on:
9 May 2025

Service provided by:
Seol Trust

Service provider number:
SP2021000092

Service no:
CS2021000149

About the service

Fairhill Rise Centre is operated by the Seol Trust which is a subsidiary charitable trust, part of Ruskin Mill Trust Group (RMT Group). The service operates Monday to Thursday, for up to twelve adults with learning disabilities over the age of 16. It is based on the outskirts of Haddington in a 60 acre rural setting in Pishwanton Wood. 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 wellbeing.

The manager, a land manager, workshop leads and support staff work with the 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 inspection which took place on 1 and 6 May 2025. 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, submitted questionnaires, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with people using the service and some of their families
- Spoke with staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting a professional

Key messages

- People received support from staff they knew well.
- People enjoyed group and 1:1 activities and workshops.
- People were involved in planting, growing and preparing food.

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
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.

We observed a warm and welcoming atmosphere between people and staff at the service. It was clear staff and people had built positive relationships. Staff gave people time to share their stories and news. Staff worked with people when planning their day and whether they would be working one to one, in groups or workshops. We observed some people had friends who attended the service and they told us they enjoyed spending time together. Some people preferred being in a quiet space. Staff were aware of this and provided support that was right for them. This meant people knew the staff who cared for and supported them and were involved in planning their days.

People who wished took part in the menu planning and preparation of lunch each day. The service grew a variety of food and promoted the use of this in meal planning. People worked with staff to cook lunch, alternatives were available. Staff were aware of those who had dietary needs or specific preferences. Some people brought their own lunch which they enjoyed. Most people sat together for lunch, with no sense of rush. There was access to warm and cold drinks. The mid-morning snack included fresh fruit and homemade bakes. As a result people enjoyed the mealtime experience, eating food they had helped grow, prepare and cook.

No medications were administered at the service, if people became unwell staff contacted their family or carers. Staff had received training in first aid. The service welcomed professionals who sometimes met with people there. One professional told us that communication was good and staff were responsive and flexible to the needs of the people, whilst another commented that the service 'worked closely with people, family and carers to build robust support systems'. For people this meant their care and support was consistent as professionals and staff worked together.

People had a personal plan that included health related issues and relevant risk assessments. Staff promoted positive risk taking that encouraged people to develop new skills safely with support, for example the use of power tools. Daily logs were completed by staff and people at the end of each visit and contained a record of the person having been involved if they wished. People and their families were involved in the reviews and had access to the personal plans. The service planned to improve feedback to include seasonal summaries, to share information about what people had been involved in each season. They also planned to introduce a key worker for people and link the skills they learned to vocational awards. This meant people had a personal plan in place that was right for them.

People took part in activities they enjoyed, mostly these were in the outdoor spaces. Where people did not wish to take part in the planned activities this was supported. People and staff had access to equipment if it was required. The chalet space concentrated on weaving workshops and included people gathering plant based materials to dye the wools and weaving the textiles. The service had also begun to print cards, using the foliage from their surrounding area. The service had a variety of animals and was looking to expand the range to include cattle in the future. People and staff looked after the animals, the eggs and seasonal produce they had helped to grow were sold at the 'Honesty Box', building links with the local community. These approaches showed people had choices and took part in activities that were meaningful to 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.

It was clear from observations we made staff and participants had built positive relationships. On arrival people and staff engaged in meaningful conversations and planned their day. The right number of staff were on each day to support people. Staff spent the majority of their day with people either in the gardens, with the animals, lunch preparations or one of the workshops. The whole group if they wished, came together for meals and breaks including the staff team. This meant people benefitted and had support from a team that provided continuity and consistency during their visits to the service.

The service had a small, stable staff team. Staff had a period of induction that included a probation period with time to build relationships with people. New staff told us they felt supported by the process. Daily meetings took place to discuss the plans for the day ahead. Weekly meetings were held where staff had more time to discuss arrangements and improvements and to look at the outcomes for people. In addition workshop lead meetings took place. The manager had support from the wider staff management team in the Ruskin Mill Group. These approaches meant people could be confident the service was managed and led well.

A training matrix was in place which the manager had oversight of. Training for the team was either face to face or on line. Staff were encouraged to undertake professional development and additional training for their roles in supporting people. People who visited the service could be confident staff had received training and had the right skills to support and care for them.

Regular supervisions were in place for staff and were up to date. The manager had recognised this could be further developed and had planned this as an area for improvement. This meant staff had opportunities to discuss their work and how best to then improve and support outcomes for people who visited the service.

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 had a support plan that included their preferences and also included relevant risk assessments. The service was aware of the consents in place for people that family members had requested. People had regular reviews. The service had started to provide seasonal updates for family members. This meant people had a support plan in place that was right for them that was reviewed at regular intervals.

Staff were aware of legal powers families had in place, the manager maintained a matrix of this. The service contacted family members to seek the views of those who knew them, a family member we spoke to told us the service 'consulted them regarding their relative'.

People were encouraged where able to work together with their peers on projects, the duck house project, garden care, weaving and collecting the plants for dyes. The service planned to link the activities and new skills learned by people to providing certification. We will monitor this at our next inspection.

The service promoted involving family members by keeping them updated either by phone, text or face to face when they collected their loved ones. Where requested the daily notes of the sessions people attended were shared. Where people were not able to communicate, then family were contacted and updated with information.

Newsletters were shared regularly and the service had a series of open days throughout the year as well as updates on their social media page. Surveys were shared with family members, people and professionals. The service planned to look at new ways in which it requested feedback from the people who used the service. By having this in place people and families could provide feedback and be included and involved in service improvement.

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
How well is our care and support planned?	5 - Very Good
5.2 Carers, friends and family members are encouraged to be involved	5 - Very Good

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