

**CARE INSPECTORATE –LEARNING DISABILITY (LD) DAY SERVICES UPDATE
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Introduction:

As promised this is to provide the Area Committee a progress report of the Bute & Cowal Learning Disability day services at ASIST in Dunoon and Phoenix on Rothesay.

ASIST

As you may recall we were inspected at the end of January this year prior to the current manager being in post. This was an unannounced visit and the draft report was produced on 28th March by Inspector Kevin Dale and first viewed online on 31/03/14. The grades were as follows:

Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
3 - Adequate	3 - Adequate	3 - Adequate	2 - Weak

This was far from satisfactory as there continued to be outstanding requirements from the previous inspection which included effective support planning. Since this inspection, improvements have been introduced and a new Action Plan was formulated to address the issues.

Never the less, ASIST received an unannounced inspection on 28th May 2014 by Jacqueline Young and her colleague. They had not been aware that we had received the full inspection report only 8 weeks previously. The inspection was a high intensity over a 2 day period and resulted in a very positive outcome as we achieved all the five requirements during that period resulting in the overall improved grades as follows:

Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
4-Good	4-Good	4-Good	4-Good

We of course are extremely proud of all the hard work put in by staff but we also recognise this is only the start of the journey with the ultimate aim to continually improve and maintain a high quality service.

Phoenix

As previously reported to the Committee our former inspection report was unacceptable as the overall scoring was as below:

Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership
2-Weak	2-Weak	2-Weak	2-Weak

However we also received a 2 day high intensity inspection on 26th and 27th March 2014 and received positive verbal feedback from the new Inspector Colin McCracken who has a learning disability specialism and the overall grading are:

Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership
4-Good	3-Adequate	3-Adequate	4-Good

The Inspector explained that due to the very low grading on the last inspection, he could not grade us higher at this point. However he was clear that our direction of travel is on the rise and he has requested that Phoenix remain on his case load for continuity. We are happy to report Phoenix no longer requires a high intensity inspection due to the improvements and therefore we do not anticipate a further inspection before the 6 month review period.

Never the less we are keen not to rest on our laurels and Morag Gillies has implemented a process of review and evaluation for both units that you may find interesting.

- Internal Quality Evaluation Tool is being introduced which covers every aspect of effective support delivery.
- Standard Support data drives and formats are now held at centrally at Ellis Lodge. This is to ensure standardised systems and processes for all aspects of support delivery. Information formats are populated regularly and hold all relevant information in one place for easy access during inspections. These were used extensively during recent inspections and were proved invaluable

- 'People we Support' Participation Policy/Strategy has been fully implemented for both units. Both inspectors were given the policies during inspection and info on its implementation. We also encourage participation in recruitment and selection of new staff and to date has had good carer representation on interview panels.
- 6 weekly standardised staffing rotas are in place and regular standardised team meetings take place with rolling agenda items. Bank staff continues to be recruited for both sites to ensure staffing ratios remain stable through holiday periods and part of contingency planning. Ongoing training analysis linked with personal PRD's and all identified training needs explored internally, externally and with the Council's training board.
- Clear and concise support planning is now in place for both units. These are linked to full risk assessments and are reviewed monthly with Key/Co Worker input to ensure they remain current. All new formats, systems and processes were positively received at inspection and are now being rolled out Argyll wide for Council Learning Disability support services
- We are currently developing Activity Co-ordinators in both units to ensure activities are regularly updated to meet current and future demand. Development of individual action plans for specific activities will continue to focus on personal outcomes of our service users.
- Communication has much improved on both sites. Newsletters are used quarterly for people we support and families/carers. Family/Carers forum introduced and up and running at ASIST. This has also been introduced at Phoenix but further work is needed to encourage greater participation. We are actively working on more non verbal communication systems in both bases and the use of photographic prompts for our service users.
- We have strong relationships with other external medical and support professionals for health and wellbeing and are having positive action from meetings to ensure the fullest and most positive support for those we work with. We also meet with other providers in Bute and Dunoon to ensure consistency of support and this has proved invaluable in building good working relationships. This has extended to Argyll College to ensure the courses they provide are linked into individual personal outcomes so they are real and meaningful for those attending.
- Both bases are working on access audits and community mapping projects to aid as much community involvement as possible. There is a real willingness and desire to offer a more flexible approach to our service delivery and therefore drop in sessions were introduced in both bases on a Saturday. ASIST has been better received and utilised to date and Phoenix will be launched this Autumn/Winter.

TO CONCLUDE

Previous reports from the Care Inspectorate inspection of ASIST and Phoenix Day Services identified several areas for improvement. Both now have plans in place that meets the Care Inspectorate and Council requirements which have been reflected in the overall improved grades. We will continue to monitor and review progress over the

coming months with the aim for both services to reach and maintain maximum grades. We clearly still have a way to go but with the willingness and commitment of staff we will strive for excellence. We hope this update has been informative and are happy to provide further update reports as and when necessary.

IMPLICATIONS

<i>Policy:</i>	More robust service monitoring and review adopted.
<i>Financial:</i>	None, all improvements met within current budget.
<i>Legal:</i>	None
<i>Personnel:</i>	None
<i>Equal Opportunities:</i>	Promotes equal opportunities for people with Learning Disabilities to lead full, meaningful and active lives.

For more information please contact

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