
ASIST and PHOENIX Day Service Update

1. SUMMARY

- 1.1 The purpose of this report is to advise members of the progress of the Bute & Cowal Learning Disability day services at ASIST in Dunoon and Phoenix in Bute. There is also further information included on the standardisation of all learning disability and other day services. Heather Gillies took over as Acting Unit Manager for both ASIST and Phoenix in April 2015 with my continued support and comprehensive quarterly developmental project plans.

2. RECOMMENDATIONS

- 2.1 Members please note this report.

3. DETAIL**3.1 ASIST**

The inspection of **28th May 2014** by Jacqueline Young and her colleague produced the following grades:

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 received another unannounced inspection from the same inspector on **4th June 2015**. due to the change of manager and were awarded the same grades of:

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

- 3.2 The feedback from the inspector was very positive however she advised that she would keep the grades the same as the unit is still improving and the manager had changed. ASIST is a large complex day service with more than 30 people receiving support. ASIST is more than twice the size of Phoenix and the standardisation timescale of each service depends on the actual size of the service. Each service has been totally re-designed and the management and support

systems fully standardised. This has been, and continues to be, a huge piece of work for the seniors and the staff teams.

3.3 The inspector advised that she would have liked the environmental development to have been further forward.
 “We found that participation related to care and support had improved to support a grade change of "good" to "very good". Whilst we found that there had been continued development in the other areas that we looked at, much of this was still at transition stage and more time is needed to see outcomes from this. Our overall view is that the service continues to move forward with a clear commitment to improvement for the benefit of service users.”

We advised that the development and personalisation is going at a rate which the people we support wish, due to their own fund raising and within very tight budgets. ASIST has now been inspected 5 times in 2 years and the change has been dramatic, but standardising and modernising a large unit whilst still carrying out the actual day to day work is a huge challenge.

3.4 Feedback after inspection was very positive, the development and improvement was obvious and on the next visit the inspector hoped that she could raise grades higher again to reflect all of the hard work and further development. We are confident that this will be the case. There were no requirements on the report.

3.5 We are very pleased to maintain the grading of “good” after very poor inspection grades in previous years. The care inspections are stringent and we have inspectors now who are specialists in their inspection areas. However we are working to raise the grades further to “very good” by next inspection as we progress further with our project plans. We have already achieved the recommendations given to us in the inspections and our overall action plan is on track for the year.

3.6 **PHOENIX**

On **3 March 2015**, we received a short notice inspection from Colin McCracken with the following grades:

Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
5-Very Good	4-Good	5-Very Good	5-Very Good

We received an unannounced 2 day inspection again due to change of manager, by Colin McCracken on **Thursday 15th and Friday 16th October 2015**. It was positive and we were verbally advised that we would be awarded the same grades as the last inspection of:

Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
5-Very Good	4-Good	5-Very Good	5-Very Good

3.7 We await the draft inspection report. Phoenix has received 4 inspections in 2 years. We are very pleased with the consistent grades of “very good”. As a smaller unit of 12 people whom we support, we can develop quicker than the larger units. The feedback was

encouraging, however we need to maintain these grades and we are now moving into our developmental phase with our sister unit ASIST.

3.8 Both units are now achieving best practice in the delivery and management of support services. We need to ensure that this consistently remains in the future. We have been advised that the frequency of inspections will now reduce due to the improvements. Since April 2015 each registered learning disability service has been undergoing standardisation and re-design as ASIST and Phoenix have done. Units in Lochgilphead, Oban and Campbeltown have now completed their 6 month project plans. All units are now working towards the same processes and frameworks. We have already seen grades stabilise and the care inspectorate know what we are achieving and fully support us.

We are a tight team and support each other. Each unit's inspection feedback now links into every unit to ensure consistency of approach. All learning disability units now move onto their developmental phase after the initial standardisation framework.

3.9 We are now actively moving onto older people's registered services to deliver the same process. We consulted with the care inspectorate again and they fully support this next stage. The outcome will be that all council registered services will operate the same outcome focussed management and delivery framework which will be recognised by the care inspectorate therefore promoting consistent grading. This process will take us into 2016 and beyond.

4. CONCLUSION

4.1 Argyll and Bute Council are now leading the way in modern outcome focussed support delivery. Our quality evaluation frameworks are qualitative and quantitative. We strive for best practice in our management and support frameworks. When all services are standardised, we can offer flexibility of management and staffing due to the standard approach and the computerised systems.

5. IMPLICATIONS

5.1	Policy	More robust service monitoring and review adopted with support specific procedures
5.2	Financial	None
5.3	Personnel	None
5.4	Equalities Impact Assessment	Framework actively promotes equal opportunities for people receiving support to lead full, meaningful and active lives. Outcomes are specific and quantifiable.
5.5	Legal	None

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