

**CARE INSPECTORATE –LEARNING DISABILITY (LD) DAY SERVICES UPDATE
BY MORAG GILLIES
LEARNING DISABILITY MANAGER
AND
HEATHER GILLIES
ACTING UNIT MANAGER BUTE & COWAL**

Introduction:

This report is to provide the Area Committee with a further progress report of the Bute & Cowal Learning Disability day services at ASIST in Dunoon and Phoenix in Bute. There is also information included on the standardisation of all learning disability and other day services.

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. We are now due another inspection shortly by Jacqueline Young and the staff team have worked very hard to ensure that the new standardised delivery and management I Drive systems are in place and working well. We are confident that the next inspection will be positive as both ASIST and Phoenix operate exactly the same standardised systems. The only differences in the 2 services are the people we support which ensures consistent grading from the Care Inspectorate.

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 gradings are:

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

On **3 March 2015**, we received a short notice inspection from Colin McCracken and the draft report has just gone on line with the following grades:

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

We are delighted with the grades and the very positive report which has no requirements or recommendations. However what is letting us down is the grading for the external fabric of the building and over this we have little control. Repairs and improvements are reported however the window refurbishments and external facade do not seem to be addressed.

The future-

In my opinion, the quality of support from Argyll and Bute Council has always been excellent but unfortunately the evidence systems were sporadic and site specific. From my background in setting up private sector support providers and working with large support organisations, I identified that there was a lack of standardised operating systems and processes for learning disability services for both the support and management of the services. This has been addressed for Bute and Cowal through support and management drives on the servers with specific access which I have set up over the past year. I have also been working remotely to standardise the other 5 services with the same systems. We now realise that I need to be seconded into a development post to carry out a change management process for approximately one year to standardise all of the learning disability services and then older people’s services. This will ensure that all of the council services work to the same operational framework with the only difference being the client group which is being supported. This promotes consistency of grading, covers data protection legislation/access and promotes flexibility in staffing and management. The basic framework can be applied to any setting and some of the new processes have already been positively inspected in Campbeltown.

This includes the following for all locations (as previously reported, which have been addressed in Bute and Cowal)

- Internal Quality Evaluation Tools which cover every aspect of effective support delivery
- Standard Support data drives and formats held centrally on servers and backed up including a strong culture and recording of risk assessments and accident and incident reporting and follow ups
- People we Support Participation Policy/Strategy will be fully implemented for all units
- 6 weekly standardised staffing rotas and regular standardised team meetings with rolling agenda items. Ongoing training analysis linked with personal PRD's and all identified training being explored internally, externally and with the Council's training board.
- Clear and concise support planning for all units. Linked to full risk assessments and reviewed monthly with Key/Co Worker input to ensure they remain current. All new formats, systems and processes have been positively received at inspections
- Activity Co-ordinators to ensure activities are regularly updated to meet current and future demand. Development of individual action plans for specific activities to focus on personal outcomes of the people we support
- Communication needs to be improved. Newsletters used quarterly for people we support and families/carers. Family/Carers forums. Non-verbal communication systems and the use of photographic prompts for our people we support.
- Strong relationships with other external medical and support professionals for health and wellbeing and positive action from meetings to ensure the fullest and most positive support for those we work with. Meetings with other providers to ensure consistency of support and this proves invaluable in building good working relationships. Colleges to ensure the courses they provide are linked into individual personal outcomes so they are real and meaningful for those attending
- Access audits and community mapping projects to aid as much community involvement as possible. A more flexible approach to our service delivery and drop in sessions and extended use of the buildings

TO CONCLUDE

We are still developing and this will never cease, however Bute and Cowal now have a robust framework to work to and staff teams are confident and inspired to provide the best possible support. We are as good, if not better than most private providers and now this will be carried forward to the rest of our services for the future. The Care Inspectorate see our vision and like the changes. My existing senior in ASIST, Heather Gillies, who has been a Manager previously in the private sector, will take on my role for Bute and Cowal. I will support Heather and the seniors one day per week in Bute and Cowal whilst I standardise the other services over the other 3 days per week.

IMPLICATIONS

<i>Policy:</i>	More robust service monitoring and review adopted.
<i>Financial:</i>	Building improvements require 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

Morag Gillies
Learning Disability Manager
ASIST
2 Tom a Mhoid Road
Dunoon
01369 707350
morag.gillies@argyll-bute.gov.uk