

Upper Springland Support Service

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Type of inspection:
Unannounced

Completed on:
8 November 2023

Service provided by:
Capability Scotland

Service provider number:
SP2003000203

Service no:
CS2003017755

About the service

Upper Springland (known as The Studio) is a support service that is registered to provide a service to people who have a physical and/or a learning disability in a day care setting. The service is provided by Capability Scotland, a voluntary sector organisation that provides services to people with disabilities throughout Scotland.

The stated aims and objectives of the service are:

Capability Scotland's Upper Springland service in Perth aims to enable disabled people to lead their lives to the full by accessing specialist facilities and services whilst also using community facilities where appropriate.

At the time of inspection 23 people were being supported by the service. The service was operating Monday to Friday between the hours of 09:00 and 16:00.

About the inspection

This was an unannounced inspection, which took place on 7 and 8 September 2023, between 09:00 and 16:45 each day. 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 previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- Spoke with eight people using the service and five of their family members.
- Spoke with six staff members and the manager.
- Observed care practice and activities.
- Reviewed care plans.
- Reviewed quality assurance and audit documents
- Examined policies and procedures.
- Examined core assurances, such as comments/complaints, and accident and incident records.

Key messages

- Staff had an excellent approach to people's care and support. They treated people with dignity and respect, showed compassion, and knew them well as individuals. The same approach was extended to their families and carers, who told us they were well informed and fully involved with directing and reviewing care.
- Staff had excellent communication skills and knew people as individuals.
- Individual and group activities were abundant. These reflected personal needs and preferences. We heard about people being supported to take part in activities that were aspirational and of interest to them.
- The service actively celebrated success for individual and group achievements.
- People and their families/carers were fully involved and acknowledged as experts in their care and support needs. They valued the service, and many had specifically sought out placement there.
- Healthcare input was in line with that expected in a day support service.
- The manager was clearly aware of the importance of quality assurance and effective leadership. They were supported by team leaders, who had effective oversight of day-to-day care and supported the manager in audit activity.

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 leadership?	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.

Staff had an excellent approach to people's care and support. They treated people with dignity and respect, showed compassion, and knew them well as individuals. Staff consistently stated that they enjoyed working in the service and were clearly motivated to make a real difference to people's quality of life. This was demonstrated through individualised routines and searching for activities that would be enjoyable and meaningful for people - for example, group sensory stories and "Garage Band" music sessions.

The same approach was extended to their families and carers, who told us they were well informed and fully involved with directing and reviewing care. People told us they had chosen the service because of its excellent reputation, and they welcomed the personalised approach to care and support provided.

Care plans clearly identified people's needs, wishes and preferences. These documents provided excellent detail of the person and how to approach their care and support. People were identified as individuals, and this helped staff plan programmes that people could be enthusiastic about.

Staff had excellent communication skills and knew people as individuals. They took time with people to support them during activities and mealtimes. Ongoing encouragement and reassurance meant that people had a meaningful and enjoyable day.

Different methods of communication were used, in accordance with people's needs. These included "Talking Mats" and "Makaton", which helped ensure that people's views and preferences were identified and respected. This was demonstrated within people's assessment and support plans. These used text and pictures to show people's routines, what activities they had done and what they would like to do in the future. The plans were regularly updated and clearly stated the views of the person and those of their families/carers.

People enjoyed individual and group activities, which reflected personal needs and preferences. These were planned on an eight-week cycle but could be adapted to accommodate changing needs and circumstances. Activities were abundant and included: arts and crafts, music, food preparation, computer-based work and games, ecology and horticulture, on-site trampolines, and visits to a variety of off-site resources. Staff had also involved people in creative drama and video productions.

We heard about people being supported to take part in activities that were aspirational and of interest to them, such as racetrack driving and water sports. It was also impressive to see some food experimentation, which included preparation of "brussels sprouts ice-cream" - this turned out to be a matter of preferred taste but was appreciated by many.

Feedback was built into care planning and care reviews. People's views were expressed clearly in these documents, and they were full of praise and appreciation for the service. People and their families/carers were fully involved and acknowledged as experts in their care and support needs. They valued the service, and many had specifically sought out placement there.

The service actively celebrated success for individual and group achievements. Evidence of this was on display and included within reviews of people's care and support. This helped drive enthusiasm to develop further imaginative ventures.

Staff received training in adult support and protection, which helped ensure that they knew how to recognise and report concerns related to people's health and welfare.

Healthcare input was in line with that expected in a day support service. Where people needed health support this was communicated to families, with referrals, assessments, and treatment provided outside the service.

People's health and wellbeing needs were clearly identified in assessments, care plans, and within reviews of care needs. The input of health professionals, such as physiotherapists and speech and language therapists were seen in care plans.

Medication and enteral feeding needs were catered for, with appropriate training and assessment provided for staff before undertaking such tasks. Enteral feeds are used where people are unable to consume food orally. This helped ensure safe practice was maintained.

There was clear communication of prevention and management of people's stress and distress reactions. Staff dealt effectively with these reactions because they knew people well. This meant that people experienced less distress in their daily lives and could enjoy more activities and relaxation.

Appropriate legal measures were in place to cover provision of care and support for people who lacked capacity to make decisions. This helped ensure that people's rights and preferences were respected.

How good is our leadership?

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.

Staff routinely evaluated people's care and support needs. They accounted for people's preferences when delivering care and making improvements to the service. This was supported by comprehensive quality assurance, information, and governance systems. The Covid-19 pandemic had impacted on capacity to undertake quality assurance and audit work; however, this had been re-established and ongoing work had been entered into diary plans. We were confident that work in this area would continue and saw plans to extend the scope of quality improvement work.

The manager was clearly aware of the importance of quality assurance and effective leadership. They were supported by team leaders, who had oversight of day-to-day care and supported the manager in audit activity. Team leaders were involved in supervision sessions with staff, which had been reinstated following gaps caused by Covid-19 pandemic work pressures.

We felt confident that progress would continue to be made with embedding audit processes and carrying out staff supervision and appraisal on a regular basis. We will examine these areas again at the next inspection. Robust implementation of such measures is important in ensuring that high standards of care practice are maintained with positive outcomes for people.

The manager welcomed feedback from anyone involved with the service. Whilst feedback was very positive, the manager also recognised the importance of dealing with concerns in a professional manner and using constructive criticism to help improve the service.

A comprehensive improvement plan was in place, which reflected the past, present, and future. We were impressed by the PowerPoint format of the plan, which allowed for photographs and video demonstration of work undertaken and planned. The service intends to move to new, purpose-built, premises in a few years' time. This was fully accounted for in the improvement plan. We were impressed by the service's motivation to ensure that future moves did not detract from the importance of planning for the short to medium term. It was clearly recognised that improving the quality of peoples' lives was a routine matter, which had to be delivered whenever people attended.

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
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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