

Lifestyles Service Support Service

Pickaquoy Centre
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Type of inspection:
Unannounced

Completed on:
8 November 2023

Service provided by:
Orkney Islands Council

Service provider number:
SP2003001951

Service no:
CS2003009100

About the service

Lifestyles Service is provided across 2 bases. A purpose built facility which is part of the local Pickaquoy sports, arts and leisure complex and the neighbouring St. Colm's Cafe and Crafts. Lifestyles Service shares its facilities with the wider community.

Lifestyles Service strives to provide person-centred care tailored to the individual needs of adults with Learning Disabilities who are over 18. The service supports individuals to achieve their outcomes and goals in health and wellbeing, leisure and recreation, life long learning, community inclusion and employability support.

At the time of the inspection the service supported 41 individuals.

About the inspection

This was an unannounced which took place between 3 October - 8 November 2023. 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 nine people receiving support.
- Obtained feedback from five family members.
- Spoke to four staff members and the manager.
- Reviewed documentation.
- Observed daily life.

Key messages

- People could be confident of sensitive and respectful support from staff familiar with their needs and wishes.
- Personal plans reflected people's needs, choices, and goals.
- People were involved in decisions about their care and enabled to achieve their full potential.
- Strong community links helped keep people connected.
- People benefited from well-equipped facilities adapted and furnished to meet their needs.
- A culture of continuous improvement helped people get the most out of their time at the service.

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.

People using the service and their carers told us the service impacted positively on their lives. In both locations people were supported by a stable staff group who knew them well. Staff interactions with people experiencing support were warm and respectful. Positive relationships promoted trust and a comfortable and relaxed atmosphere.

People benefited from bright, spacious, and very well equipped and adapted facilities at both sites. This made the centre a pleasant place to be and ensured people's physical care needs could be met. The centre offered people the opportunity to participate in their choice of recreational, social, physical and learning activities, indoors and outdoors.

Physical activity promotes health and wellbeing. We heard from individuals who used the onsite swimming pool and fitness suite. A summer lunchtime walking group had been replaced with an indoor dance activity. We saw that people really enjoyed this and heard they were practicing for a planned ceilidh.

The service encouraged people to meet their potential. A relative said their family member had "participated in so many things we would have thought beyond her". One element of the service focused supporting people to enter voluntary or paid employment. The service supported some individuals to attend hospitality and horticulture courses at the local college.

The service was working towards reopening an onsite café. People supported were involved in growing vegetables for use in the kitchen. We saw one individual being discreetly supported to operate a new coffee machine and serve coffees.

Community connections support a sense of belonging. A well-equipped craft area was used to make greetings cards and gifts. These were sold in the centre and local community. One person we spoke with told us they had learned to operate a new cash machine and loved it when their family came into the shop. A relative commented positively on the staff and facilities available, however, felt that improved creativity and innovation would support improved community connections.

Garden furniture and planters made and decorated in the onsite workshop were sold in the local community. We spoke to an individual who took great pride in seeing each project they were involved in through to the end. We heard about another supported person who had made a bench for their own garden. Work on Christmas merchandise, to be sold in the local community, was planned.

It was evident that supported people took great pride in their achievements. This had impacted positively on their confidence and self-esteem.

We heard from people who benefited from social opportunities at the centre including shopping and going out to lunch. One person said they liked going out on the bus. A relative confirmed "staff take him out to do the things he likes".

A relative spoke of their family member "learning so many useful life skills". We met an individual who was improving their telephone skills. Others were involved in menu planning, buying ingredients and meal preparation. Prepared meals were taken home to families.

Peoples wishes and preferences shaped their support. Personal plans contained detailed descriptions of the support each person required, their expressed choices and preferences as well as defined outcomes important to each person. This helped ensure that each person's support was right for them. Communication diaries were used to ensure families were informed about their loved one's time at the service. The service recorded activities undertaken and progress made toward meeting individuals identified outcomes.

Effective links with relevant external health professionals helped to help keep people well. A system was in place to ensure appropriate support with medication administration if required.

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.

The service benefited from a stable and visible management team who had oversight of care arrangements.

Quality assurance including self-evaluation and improvement plans support services to improve. Audits of personal plans and medication records gave assurance of appropriate practice. Accidents and incidents were monitored to ensure an appropriate response. The manager was receptive to involving those who use and work in the service in completing a self-assessment exercise linked to the Care Inspectorate Quality Framework. This sets out the quality of service people can expect. The outcome of this assessment should inform the service development plan.

People were supported to provide feedback on their care experience in satisfaction surveys, regular reviews and "have your say" meetings. We saw that action plans were produced in response to suggestions made. Being able to inform changes in the way the service was run helped ensure that people got the most out of their time at the centre.

Staff were encouraged to reflect on what was working well and influence change in the service at weekly meetings. A meeting dedicated to service development had taken place. This meant staff felt listened to and valued. High levels of satisfaction were reported in a recent staff survey. The staff we spoke with were motivated, professional, and cared for the people they supported. Staff confirmed good support and effective team working. This had a positive impact on staff morale.

People could have confidence in the staff who support them. Staff were recruited in accordance with safe recruitment guidance. New staff received an induction and had access to a range of learning opportunities. An electronic system gave the manager oversight of staff training. Staff received regular formal supervision with their line manager. This gave an opportunity to discuss development needs and reflect on work practice helping to ensure that staff were working in accordance with expected standards.

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	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	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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