

#JunX10n Support Service

Donaldson's School
Preston Road
Linlithgow
EH48 6HZ

Telephone: 01506841900

Type of inspection: Unannounced
Inspection completed on: 4 September 2017

Service provided by:
The Governors of the Donaldson Trust

Service provider number:
SP2003002649

Care service number:
CS2016348904

About the service

#JunX10n is a service which provides care for young people aged between 14 and 25. It operates from the Donaldson's campus in Linlithgow and provides a range of activities and learning opportunities as well as a safe calm base for service users to access.

Its condition of registration is as follows:

To provide a support service to a maximum of 20 young people at any one time between the ages of 14 and 25 who are neuro-diverse.

What people told us

We had informal conversations with some of the people who use the service. They described a welcoming environment where they were able to participate in a range of activities and learning opportunities. They told us that they were able to choose what they wanted to do and that some activities and resources had been put in place at their request.

The people we spoke with told us that they got on well with staff and that they could speak to them about a variety of things including concerns and worries. They also described situations where staff would give them space and time on their own if that was what suited them at the time.

We emailed parents of people attending the service and received three responses. These were very positive in their views of the benefits of the service for their family member. They described a situation where people could attend the service and access social situations, develop relationships and be involved in a range of activities which they had previously struggled with or not been able to access. Comments included:

" I knew they would do the best for (my child) and I am happy to report (my child) going to JunX10n was 100% the right decision for him and his wellbeing, so far it's working well for my son".

"All the staff are very supportive of my sons needs. For example since joining he has been able to chat freely to the staff about his feelings, his fears. The trust and empathy that the staff have shown him, has made him a more confident individual".

"Excellent quality of care. Especially the kind and encouraging manners of the mentors".

Self assessment

The Care Inspectorate is not requesting submission of self assessments in this inspection year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We graded this quality theme as 5 - Very Good.

We saw that people using the service were making choices about their participation in different activities and social situations. This enabled them to access different areas of the service and a range of resources which suited their needs and also their mood and feelings at any time. Staff helped them to decide what they wanted to do and encouraged them to try new experiences and develop new skills and interests.

Those we spoke with told us they enjoyed coming to #JunX10n as they were able to do things without feeling pressure or being forced into situations which didn't suit them. We heard that they felt able to socialise with others who were like them and that it could be done at a pace which suited them and made them feel comfortable and safe.

Once they started coming to the service, young people were engaged in developing their own person-centred plan. This was done at their pace and enabled them to identify what they wanted to achieve as well as what they wanted to learn and how this would be done. It also helped them understand the reasons for them feeling the way they did at times and how to cope with this. Plans were designed to be clear and incorporate graphics which depicted feelings as well as hopes.

The service had developed links with different agencies who had contact with those who used the service. This enabled a co-ordinated approach to the overall provision of care and support which families told us had been very valuable and beneficial.

At the time of the inspection the service was still quite new and was adjusting the way it provided care as the needs of those who used it became clear. This meant that there was a clear focus on making the service fit rather than asking service users to fit into something they weren't sure about.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We graded this Quality Theme as 5 - Very Good.

The service is provided on the Donaldson's campus which has a range of different rooms and types of environment. Some rooms provided social situations where people using the service could meet with others and interact with them and staff in relaxed gatherings. Other rooms were set out to provide privacy and could be used for conversations or to allow private space where this was wanted or needed. Overall there was a very good range of rooms and areas which could be used for activities which suited the preferences of those who used the service. These included access to gaming and different online resources. Amongst these we saw them being used for music, artwork, design projects and cartoon animation projects.

A recent addition to the resources was a laboratory which had been equipped by an external sponsor. This facility provided opportunities for service users to learn scientific procedures and develop skills in lab work. It also allowed them to participate in exercises designed to help them develop a range of skills and interests. The lab was used and will be developed jointly by the service and the external sponsor.

External facilities on the campus provide a range of outdoor opportunities for those using the service. There were areas which could be used for gardening and growing vegetables. One service user was interested in garden design and was working on this. There were areas for outdoor walks and developing interests in plants and wildlife. There were also areas designed for games, sports and physical exercise. These were used in line with the preferences of the service users to suit their needs and interests. The campus also had an indoor swimming pool which was not in use at the time of the inspection.

Overall, the premises were safe and access to the building was controlled and monitored. Systems were in place for maintenance, fire safety and equipment checks.

Staff and young people told us there was a need for the IT system to be updated. This would allow a more effective system to be put in place for gathering, storing and sharing care planning information. It would also enhance the facilities for service users for the activities they enjoyed. We have made a recommendation about this (**see recommendation 1**).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service provider should consider updating and enhancing the service's IT system.

National Care Standards Support Services. Standard 4: Support Arrangements

Grade: 5 - very good

Quality of staffing

Findings from the inspection

We have graded this Quality Theme as 4 - Good.

We saw evidence of excellent relationships between the individual members of the staff team and the people who used the service. Staff took time to get to know service users in ways which young people did not find intrusive or intimidating. This meant that relationships were built on trust and understanding.

Staff were knowledgeable and informed about the needs of the individual service users and had used opportunities to develop meaningful contacts with families as well as the service users themselves.

We saw that staff communicated well with each other and that there was a clear ethos of teamwork and shared responsibility for the day to day operation of the service. Individual staff were flexible in their approach and we saw examples of different types of support being provided in different ways for young people to suit individual needs and use existing relationships. Some situations needed a considerable staff input while others were based on young people having no input from staff to allow them personal space and privacy.

There had been some recent recruitment of staff to bring in a wider range of skills to allow for further development of activities and resources for service users. At the time of the inspection there were situations where staff would sometimes be unable to provide some opportunities for activities and individual work due to the staffing level across the service. There was a need to review staffing levels and link these more directly to the assessed needs of the people using the service. We have made a recommendation about this (**see recommendation 1**).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Staffing levels should be monitored to ensure there are enough staff present to meet the assessed needs of those using the service.

National Care Standards Support Services. Standard 2: Management and Staffing Arrangements
"You can be confident that at all times the number and skills mix of staff will be sufficient to meet your support and care needs."

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We have graded this Quality Theme as 4 - Good.

The service is provided by Donaldson's Trust which is overseen by a Board of Trustees. The service has a registered manager who is line managed by the Trust's Chief Executive Officer (CEO).

We saw that the manager had an excellent understanding of the needs of those who used the service and their families. We heard from families that they valued the work he had done and his understanding of their concerns

and difficulties in supporting family members who attended #JunX10n. We saw evidence that he was directly involved in working with young people in the service on a day to day basis and was available to them at all times. He also provided support advice and guidance to staff who confirmed that this was consistently positive.

The manager was supported by a consultant who had been involved in developing the service and designing ways of meeting the range of needs of those who used it. There was very good evidence that the service was developed through a vision which was shared and understood by the manager, consultant and the Trust's CEO. This enabled development work to be carried out which was consistently designed to enable those who used the service to develop skills, confidence and to have access to a growing range of resources and opportunities. It was clear that this management team regarded the service as a 'work in progress' and further development and links with a range of services and agencies in the local and wider community were intended and planned. These included links with local colleges to enable service users to access more learning opportunities.

There was a need for clearer planning for the future in terms of intended budgets, resources and staffing. A lack of clarity about longer term funding meant that it was difficult to plan what opportunities there would be for service users as they grew and developed. While operating at its current level it was giving very good support to those who attended, the service and consequently the service users would benefit from a clear decision about its future growth and its funding.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.