

# Grampian Autistic Society - Support Service Support Service

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Aberdeen  
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Type of inspection: Unannounced  
Inspection completed on: 18 August 2017

**Service provided by:**  
Grampian Autistic Society

**Service provider number:**  
SP2003000368

**Care service number:**  
CS2007156253

## About the service

This service has been registered since 2010. Grampian Autistic Society is a local voluntary organisation providing support to people on the autistic spectrum.

They state their core values as:

- To conduct our relationships with integrity and respect.
- To promote individual development, empowerment and quality of life.
- To promote high quality professional and needs led services.
- To promote equal opportunity and anti-discriminatory practice.
- To represent value for money.

This service aims to provide a specialist one-to-one service for people with autistic spectrum and communication disorders. It works very closely with the Grampian Autistic Society - Outreach Service, sharing the same staff and management structure.

The service is delivered on an individual basis, mainly in people's own homes. At the time of the inspection, 33 people were using the support service.

## What people told us

The people we met were happy with the service they received. They spoke of the outings and short breaks they had enjoyed with their staff support. People struggled to think of new activities and ideas for things to do and one person said they found this stressful. We know that staff have discussed looking for new activities for people to broaden their opportunities and experiences.

## Self assessment

The Care Inspectorate did not ask for a self assessment for this inspection.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

This was a very good service with strong leaders and a professional staff team. The people who used the service and their families were very happy with it.

The management and staff were very effective at adapting the service they provided to people to meet their individual wants, needs and ambitions. They did this as part of their regular assessment, planning, and review process. However, they were also able to make changes quickly where needed. For example, when one person

was in hospital the service was able to continue to support them there. By suggesting extra supports for the family to relevant professionals, the service demonstrated their very good standard of care.

The service was very good at looking for ways they could improve. They had a development plan that identified areas for progress. This included reviewing what outings and activities were available. Staff had raised this as an issue at a meeting. One person who used the service also raised this as an issue to us. This shows us the service responded appropriately when made aware of issues.

The service was very good at helping people develop skills and interests to improve their quality of life. One example of this was the planning staff had done to support a person to travel independently. They had reduced a journey into small achievable steps. This allowed the person to be successful whilst continuing towards their longer-term goal.

The service demonstrated a clear awareness of the importance of being person-centred. They successfully kept a balance between responding to people's changing needs whilst respecting their right to determine their own future. This was not always an easy course of action for staff when people made choices that negatively affected their health and wellbeing.

A particular strength of this service was their very good staff development. In addition to the usual training courses, they held six 'Theory to Practice' sessions a year. The training coordinator focused these sessions on particular areas of practice and kept staff up-to-date on research and national policy. Staff valued these sessions and felt they learned a lot.

## What the service could do better

The management need to keep us (the Care Inspectorate) informed of any serious incidents. There was one such incident that we should have been informed of.

The manager was in the process of auditing the support plans. We gave her some feedback on areas we thought they could improve.

The organisation should consider formalising their 'out of hours' support system for staff. This is to ensure staff working out of normal office hours, have a designated point of contact, rather than the present informal arrangement.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
3 Sep 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
31 Oct 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
30 Jan 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
29 Feb 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good

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