

Grampian Autistic Society - Jigsaw Centre Day Care of Children

37/41 Carnie Drive
Aberdeen
AB25 3AN

Telephone: 01224 277900

Type of inspection: Unannounced
Inspection completed on: 11 July 2017

Service provided by:
Grampian Autistic Society

Service provider number:
SP2003000368

Care service number:
CS2003001829

About the service

Grampian Autistic Society - Jigsaw Centre moved its registration to the Care Inspectorate on 1 April 2011. This day care of children service operates from premises in Carnie Drive, Aberdeen and currently provides a service to children in the city and Aberdeenshire.

The service is registered to provide a care service to a maximum of 16 children with autistic spectrum disorder between the ages of 4 and 18 years. The care service will operate between the times of 9:30am to 3:30pm. The service will comply with the following staffing: 1 adult to every 3 children and 2 adults to be on duty at any one time.

The service's Vision is that people in the North East of Scotland living with an Autism Spectrum Condition are enabled to fulfil their potential within their community and society.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

We visited the service during the summer holiday club when nine children and young people were using the service. The children travelled to the play scheme in the service mini bus after being collected from their homes. The children and young people appeared happy and comfortable in the environment and with the staff. Staff supported the children to choose activities from a good selection of resources including the newly refurbished sensory room.

Parents returned five Care Standards Questionnaires (CSQs) to us before inspection and we spoke with one parent. All parents agreed that the service involved them by asking for their ideas and feedback and that overall they were happy with the quality of care their child receives in this service.

Parents' comments included:

- "Staff are always looking for ways in which to support my child to have a positive experience whilst using the service".
- "My child loves going to Jigsaw. It's a great facility and I feel very lucky to be able to access it".
- "All the staff are lovely - kind, patient and good fun. My child loves going to Jigsaw and I am very grateful for them".
- "Team leaders are knowledgeable and skilled however, I feel the rest of the staff teams abilities can vary".
- "The play scheme does a lot with the children including various parks and soft play centres".

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the service's own improvement plan and quality assurance processes. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

The service had a relaxed atmosphere and staff engaged with individual children in a manner which promoted good interactions. Staff were consistent when they discussed the details of children's care and support plans and all staff engaged with the children in a manner which was responsive to the needs of the individual child.

Staff attended a supervisor's briefing meeting before each session to discuss the specific care and support needs of the children due to attend that session, this promoted individualised care and support of the children.

Staff maintained a comprehensive record (personal plan) for each child which indicated how the service met children's individual care, support and development needs. These records included appropriately recorded information about each child's medical needs, development and an ongoing review of the impact of the support strategies which were in place in respect of individual children. The plans were reviewed on a regular basis this included following any incidents, the information and revised plan were then shared with staff, parents and the child, where appropriate.

Staff made good use of visual aids when supporting children to choose resources and activities. During the inspection one child chose to go out for a walk with staff whilst several children from the group and staff travelled by mini bus to a local play centre. In the afternoon some of the children chose to visit the local cinema whilst other children chose to remain in the service. Staff listened to the children and supported them to participate in both planned and spontaneous activities.

Grampian Autistic Society (GAS) offered a number of other services including a sibling support group which operated several times a year. This group provided the opportunity for siblings and young carers to participate in new activities and socialise with people who understood their situation whilst also developing their knowledge and understanding of autistic spectrum conditions. GAS recognised the importance of supporting children and their families in the promotion of positive relationships and open communication.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The premises had a safe entry/exit system which staff managed effectively, this ensured children and young people left the premises with adult supervision and no-one entered unless admitted by staff. This promoted the safety and security of the children and the premises.

Photographs of the staff on duty that day were displayed at the entrance, which enabled children, visitors and staff to know who was currently working in the setting. Visual aids were available in the rooms and the picture exchange communication system (PECS) was used well by staff to encourage children to choose and express their thoughts and feelings.

The rooms used by the children had been redecorated and new carpet laid since the last inspection, parents commented in the Care Inspectorate questionnaires that the service had been in need of redecoration and was now a much more inviting environment. Both parents and the service recognised that the outside of the building required maintenance and painting and the service was discussing this with Aberdeen City Council.

The service and a parent had highlighted that the sensory room could be better resourced, on the first day of inspection this room was being refurbished and new equipment installed. The children enjoyed the new equipment and staff confirmed that the children, including the older children, were now more fully engaged when experiencing this room. Staff effectively supported children's differing needs whilst they accessed this new equipment and the other equipment and resources from which they could choose.

The environment appeared clean and staff described an effective cleaning routine which included staff implementation of a daily cleaning rota, a regular cleaner who cleaned the premises in the evening and a termly deep clean of the premises.

During this inspection the children had the choice of two outings, one in the morning and one in the afternoon, or spending time in the setting. Staff supported children to choose an outing/s taking into account the individual needs of the child. Staff had recorded comprehensive risk/benefit assessments for individual children and all outings. These recorded assessments were updated regularly, taking into account any changes to a child's needs or to the centre that they planned to visit. This promoted the safety of the children and a positive experience during the outing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The service employed permanent full time and also part time staff, a number of whom were university students with an interest in supporting children and/or adults affected by an Autism Spectrum Condition. All staff employed by the service had been safely recruited and had undergone a comprehensive safer recruitment process which included:

- a comprehensive interview with at least two suitable interviewers who determined whether the candidate had the necessary skills, knowledge, experience and/or qualifications required for the position,
- the receipt of an appropriate police check (PVG),
- the receipt of at least two suitable references,

Management showed awareness of when their student employees would be leaving the service and planned accordingly, aiming to have a handover period between those leaving and the new recruits in order to promote best support for children.

The training and development coordinator ensured staff undertook appropriate and timely training in line with the needs of the children, staff needs and local and national guidelines and that this training influenced staff practise and supported good outcomes for children. All staff, including new staff, were supported to undertake training and development which maintained and improved upon their knowledge and practise within the setting, this occurred during regular team meetings, 121 supervision and annual appraisal.

Staff maintained appropriate records in relation to individual children's changing care and support needs (personal plan) and demonstrated good knowledge and effective care and support of the children using the service on the day of inspection. Children received attentive care from staff who valued them as individuals and effectively supported children to make choices and demonstrate their thoughts and feelings and where appropriate using the Picture Exchange Communication System (PECS).

Before each session started the group supervisor and staff held a short meeting to discuss the individual needs of the children attending. Discussion included individual targets of support, allergies, medication needs and any other information that may be relevant to a child's support needs.

Staff also completed a 'debrief' at the end of the session which included discussion about each child's ongoing development and the activities that they had enjoyed. This promoted appropriate, individual care and support for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The service vision, values and mission statements set out clear expectations for promoting an ethos of care, support and opportunities for people of all ages with autism in the North East of Scotland and support their families. We found this to be embedded in practice throughout the service with staff committed to providing individual support to the children and families who use this service.

The service worked closely with other agencies in order to promote the health, wellbeing and safety of the children in their care.

Management and staff undertook an annual audit of the overall service which included feedback from children, parents and staff and took into account any regulatory requirements/recommendations. The management team involved children, families, staff and other stakeholders when planning for improved outcomes.

Most improvements in the Playscheme Development Plan had been implemented with some ongoing and we determined that the service responded to feedback and suggestions and undertook improvements where possible. This recently included the refurbishment of the sensory room and internal decoration. Improvements undertaken had a positive impact on outcomes for children and families using the service.

The service also maintained a 'high level goals' development plan which supported the aims and objectives of the overall services which included playschemes, outreach service, sibling support, employment service and social groups. This plan was also a working document and indicated the progress towards or the achievement of set targets.

The quality assurance (QA) systems employed by the service were thorough and effective and monitored annually by an independent QA company, their last report showed for example, that the organisation was customer focussed and regularly reviewed the effectiveness of their QA systems.

Management and staff regularly reviewed aspects of the QA system to determine whether this part of the system was working efficiently or if they could improve on any aspect of a procedure. This promoted continuing good outcomes for children and families.

The service had a culture of continuous monitoring for improvement which included, but not exclusively, effective comprehensive monitoring of staff practise, children's personal plans, staff training and development, communication methods and children's experiences. Evaluations and improvements carried out demonstrated a positive impact on children and their families.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

Previous requirements

Requirement 1

The service must ensure that planning around outings for children and young people is done so by using quality risk assessment and intervention plans. In order to achieve this the service must:

- Review the risk assessment documents for all outings and be satisfied that they accurately reflect known and potential risks.
- Review the risk assessments for all young people with known behavioural issues and be satisfied that they accurately reflect a true account of those risks.
- Review the support plans for all young people with known behavioural issues and be satisfied that they accurately detail how young people will be supported.
- Develop a framework for the systematic review of risk assessments for young people and venues.
- Introduce a quality assurance programme to ensure that assessments are regularly checked for accuracy and quality.
- Provide training for all staff on any new changes to procedures and practices.

This is in order to comply with: Scottish Statutory Instrument 2011 - No 210, Regulation 4(1)(a). Children's welfare - a regulation which ensures proper provision for the health, welfare and safety of children

Timescale - to be started on receipt of this letter and evidence sent to the Care Inspectorate of its completion within three months.

This requirement was made on 23 March 2017.

Action taken on previous requirement

Staff updated all risk assessments for outings before the outing was undertaken. Young people's personal plans, which included individual risk assessments, were appropriately reviewed and updated on a regular basis and following any relevant incidents involving the young person. The service quality assurance programme ensured that management regularly checked the assessments for accuracy and quality and staff were appropriately trained following changes to procedures and practices. This requirement has been effectively actioned.

Met - within timescales

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

Previous recommendations

Recommendation 1

The manager should review and update the procedure for the storage and administration of medication in line with current best practice. This would include ensuring the following:

- Keeping individual records for child/young person
- Having a clear audit trail of medication received into and transferred out of the service
- Record the date when the medication was prescribed
- The signs and symptoms of the medical condition
- Where staff administer "as required" medication, then their judgement for this should be recorded. Medication needs to be part of the personal plan and reviewed along with them.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3.6: Health and Wellbeing

This recommendation was made on 14 April 2016.

Action taken on previous recommendation

Systems and procedures had been reviewed in line with recognised best practice and this recommendation. Staff implemented the revised systems effectively, fully actioning this recommendation. Staff undertook training where required in order to support children's individual care and support needs.

Recommendation 2

Children's personal plans should be further developed to show how their health, wellbeing and safety needs are being met. They should be able to demonstrate:

- Parents and where appropriate children and young people's input into them
- Information about the progress children and young people are making in the particular areas they are being supported with
- Reviewed at least six monthly.

National Care Standards Early Education and Childcare up to the age of 16. Standard 4.4: Engaging with Children; Standard 5.6: Quality of Experience and Standard 6 Support and Development

This recommendation was made on 14 April 2016.

Action taken on previous recommendation

Parents and where appropriate children and young people, contributed to children's personal plans. Staff regularly discussed children's support needs and how these would be met. These plans were regularly reviewed and updated as required. This recommendation has been effectively actioned.

Recommendation 3

The staff must ensure that the procedures in place to ensure the environment is clean are followed.

National Care Standards Early Education and Childcare up to the age of 16. Standard 2.4: A Safe Environment

This recommendation was made on 14 April 2016.

Action taken on previous recommendation

The environment appeared clean. The service employed a regular cleaner and staff maintained a daily cleaning rota. The premises was 'deep cleaned' each term. The interior had been decorated and had new carpet. This recommendation has been effectively actioned.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

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

Inspection and grading history

Date	Type	Gradings								
11 Mar 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	4 - Good	Management and leadership	5 - Very good
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Environment	4 - Good									
Staffing	4 - Good									
Management and leadership	5 - Very good									
17 Aug 2012	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
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