Forward Vision
Care Home Service

Royal Blind School
43-45 Canaan Lane
Edinburgh
EH10 4SG

Telephone: 0131 4463183 or 01314463182

Type of inspection: Unannounced
Inspection completed on: 7 June 2017

Service provided by:
Royal Blind Asylum and School

Care service number:
CS2009234136

Service provider number:
SP2003002572
About the service

Forward Vision is located within the grounds of the Royal Blind School, Canaan Lane, and consists of three houses, Lomond, Morlich and Katrine. Each house has spacious living areas, kitchen, single bedrooms and well equipped bathrooms. The houses have access to a large front garden area. The buildings are well maintained, furnished and decorated.

Forward Vision has its own secure entrance and is well signposted within the campus. The location allows very good access to local amenities and transport links. Each house has a dedicated senior and staff team.

The service provides long-term, medium term and respite care and support to young adults who have left school.

The service can accommodate 14 young adults, aged 17 to 25 years. At inspection, 11 young adults were living in the service and a further six young adults were receiving respite care on a regular planned basis.

The focus of placement is to maximise young adult’s preparedness for as independent an adult life as is possible.

What people told us

We received a completed care standard questionnaires from a young adult. Parent/carers had helped the young adult complete this. Feedback was very positive.

We engaged with young adults at inspection with the help of staff. We observed staff/young adult interaction throughout the inspection. We saw that young adults were happy with the service that they received and enjoyed very caring and close relationships with staff members. Young adults enjoyed the activities that they had access to and enjoyed the day-to-day rhythm of house life. We saw that young adults led very busy and purposeful lives.

We spoke by telephone with 11 parent/carers on 8 June 2017 and spoke with a parent at inspection. All were very positive about the service their young people received. Effective communication and relationships between staff and young adults were highlighted as particular strengths. The staff team were held in high regard. One parent carer was concerned about the recent use of agency staff and another felt that their young adult could be “out and about” more.

Comments included:

“Staff are excellent - a very good service”.
“I am very happy with the service my son receives”.
“Communication is brilliant and the staff are amazing”.
“I couldn’t fault them - I am always made welcome”.
“I rate them 100%”.
“My son is very happy there”.
“Great service - no complaints”.
“(young adult) is really happy”.
“The staff are lovely, very caring and respectful”.
“A fantastic service - I couldn’t praise them high enough”.
“Staff are very friendly - overall I am very happy with the service”.
“Communication is good - the diary system works well”.
“Home from home”.
“I am over the moon with the service my son receives - communication is brilliant”.
“Excellent - absolutely brilliant - (young adult) has settled in very well”.
“The staff team are very good and communication is brilliant - minor issues are sorted immediately - (young adult) enjoys going for respite”.
“Excellent service - staff are helpful, friendly and supportive”.

We received two e-mail responses from placing social workers. Both were very positive about the service. Comments included:

“The transition process was very well organised and the level of detail regarding my clients support was also very good. It was very person-centred and age appropriate”.

“The quality of care provided to my supported young men can only be described as excellent - this is an excellent service which meets the individual outcomes of their service users extremely well. I would find it difficult to identify areas for improvement as this is a first class service”.

Self assessment
The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of 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**: not assessed
- **Quality of staffing**: 5 - Very Good
- **Quality of management and leadership**: not assessed

What the service does well
We looked at the Quality of “Care and Support” and “Staffing” at this inspection.

We found that Forward Vision provided very good care and support to young adults.

We found that the service had a very positive and happy atmosphere, with a purposeful rhythm to daily life. Young adults lived full and busy lives.

Person-centred care was provided in a manner that respected young adults’ rights, dignity, choices and privacy.

Staff were skilled at building positive relationships with young adults and communicating with them and on their behalf. A broad range of communication aides were used, including switches, PECS and Canaan Barrie signing.

Support planning arrangements were very good and subject to regular review. Essential Living Plans (ELPs), included regularly updated “likes and dislikes”. ELPs included goals and aspirations that young adults worked toward. There was a focus on helping young adults be as independent as possible. The ELPs incorporated a risk
assessment. The service had put in place a system of “Outcome Reviews” that planned and reviewed each young adults goals and aspirations.

Young adults were encouraged and facilitated in taking part in a broad range of activities including dance, music, scouts, swimming, horse riding, theatre and cinema. A range of activities and arts and crafts were also provided in-house. This included a “Mindfulness” group.

The Cranberry Tearoom, a café operated by young adults with the support of staff, allowed young adults to experience the routines and responsibilities associated with employment.

Medication storage and administration arrangements were very good. Staff had received training from Boots. Staff were trained to administer invasive procedures. One of the seniors was a Registered Nurse and the service also had access to the Lead Nurse at the neighbouring Royal Blind School.

The service operated a Key Worker system, with each young adult being allocated two or three named workers to co-ordinate their care and support. A component of this role was to regularly discuss the care and support each young adult received with their family.

Families told us that communication between them and the service was very good.

We saw from records that appropriate consultation took place with health professionals and other relevant stakeholders. Placing social workers told us that assessment, communication and consultation were very good.

We saw that young adults were facilitated in following their cultural and religious practices.

The service was well equipped and young adults had access to hydrotherapy and specialist lifting and bathing equipment.

We saw that nutritional guidance was in place and that the services of a dietician was employed. Most of the young adults were on specialist diets.

We saw that staff were aware of, and sensitive to, young adults’ sexuality. The service had consulted with families and staff to produce a ‘Relationships’ policy. This policy was designed to guide staff practice as regards young adults forming relationships with other young adults.

We formed a view of a very well-managed and staffed service. We found the management and staff team to be knowledgeable, skilled and motivated.

Staff recruitment arrangements were robust with all required checks a references being taken up prior to appointment.

Recently appointed staff described to us a very thorough and expansive induction process. They told us that they were well supported during induction.

Staff held a broad range of appropriate qualifications, ranging from Degree in Psychology through to HNC and SVQ 3. All staff were registered, or in the process of registering, with the Scottish Social Services Council (SSSC).

Staff had access to a broad range of training and development opportunities including Braille, moving and handling, MAST (Managing Aggression Strategies and Techniques), fire safety, adult protection, medication, epilepsy and food hygiene.
Very good supervision, house meeting and changeover arrangements were in place that supported staff, ensured effective communication and facilitated senior’s overview of practice. All staff had recently been the subject of an Annual Appraisal. This had been experienced as positive.

Staff told us that they were well supported and morale was high.

**What the service could do better**

The service should continue to provide, and improve upon, this high quality service to young adults.

The service should avoid the high use of agency staff. We did understand, however, that recent high usage was due to unprecedented staff sickness absence over a period of two weeks. The views of one parent/carer that their young adult should be “out and about” more should be explored.

**Requirements**

Number of requirements: 0

**Recommendations**

Number of recommendations: 0

**Complaints**

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

**Inspection and grading history**

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<td>Unannounced</td>
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