

# Cherry Road Resource Centre Support Service

8 Cherry Road  
Bonnyrigg  
EH19 3ED

Telephone: 0131 561 5402

**Type of inspection:**

Unannounced

**Completed on:**

1 August 2018

**Service provided by:**

Midlothian Council

**Service provider number:**

SP2003002602

**Service no:**

CS2003017838

## About the service

Cherry Road Resource Centre is run by Midlothian Council and is a purpose built centre which is accessible for people with physical disabilities.

Cherry Road is a resource centre for adults with learning disabilities to access service and facilities, whether within or out with the centre. It is situated within a housing estate in Bonnyrigg close to all local amenities and public transport links.

The use of the building has changed in the last few years and it is now a base for people with more profound disabilities physical & learning disabilities ; an older persons group (The Golden Group) and a growing number of young people needing additional support.

### The frequency of our inspections

Support services now receive a Care Inspectorate visit once every three years if they have high grades from their last inspection and are deemed to be low risk. Cherry Road falls into this category.

## What people told us

We assessed the responses we received from our pre-inspection questionnaires from people and the support staff. The feedback we received was very positive and many praised the work of the service and the compassion shown by the support staff to meet the care and support needs of people.

We spent time with most of the people using the centre over the course of the three-day inspection. Several people were able to verbally express their views while others through gestures and observing positive interactions with each other and their support staff.

People were seen to be happily engaging in a variety of activities both within the centre.

We spoke with some parents and carers either in person or via undertaking telephone interviews. Again people praised the work of the service and its key strengths which included joint working with other support agencies.

## Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

The Cherry Road Resource Centre performs to a high standard, meeting the care and support needs of those using the service in a very person-centred approach. This was clearly evidenced through our observation of practice, the documentation we sampled and the feedback we received from supported people and their relatives / carers. We found that the service provided excellent care and support.

People using the service were extremely pleased with the support they received. They looked well and appeared happy.

Staff supported people well to maximise their enjoyment and fulfilment with utilising the service. People benefited from a motivated and committed group of staff, striving to ensure everyone had a positive experience with using the service.

Excellent outcomes were being achieved for several reasons:

- Increase in confidence and participating in group activities.
- Support with literacy and numeracy which lead to one person establishing a penpal relationship abroad.
- The input from various external support services.
- People being involved in the recruitment of the staff, independently facilitated.
- Joint working with outside support agencies.
- Undertaking research projects with universities to support the development of outcomes for people.
- Very positive working relationships with health professionals (occupational therapist, physio, speech and language).

Staff were very aware of peoples' needs and planned support. They had protected time to be familiar and discuss any updates to peoples support plans and risk assessments. We attended a meeting where a health professional gave very detailed information relating to peoples eating and drinking guidelines.

Since our last inspection, the service has undergone a staffing restructure which has provided an enhanced management oversight within the centre, observation of practice and the completion of relevant document which was to a high standard.

Despite already achieving a high standard of care and support the manager was keen to identify ideas for creating further improvement. An improvement action plan was in place and was based around the new Health and Social Care Standards.

## What the service could do better

Whilst many staff told us that they felt supported by their manager, this was not always recorded in the form of formal support and supervision meetings. Through our discussions with the manager this was acknowledged and were advised that this would be addressed.

We also identified there was a need to improve management oversight and communication amongst staff within the Golden Group element of the service (separately run from the centre but part of the registered service). Staff agenda meetings were not being held regularly and therefore staff had reduced opportunities to be consulted with and hold practice discussions.

## 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
16 Jul 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
22 Aug 2012	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
3 Aug 2011	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
3 Sep 2010	Announced	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership Not assessed
12 Oct 2009	Announced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good
4 Dec 2008	Announced	Care and support 4 - Good

Date	Type	Gradings	
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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