

Keane Premier Support Services Housing Support Service

Suite 1, Red Tree Business Suites, 24 Stonelaw Road
Rutherglen
Glasgow
G73 3TW

Telephone: 0141 647 2022

Type of inspection: Unannounced
Inspection completed on: 18 August 2016

Service provided by:
Keane Premier Support Services Ltd

Service provider number:
SP2013012187

Care service number:
CS2013319859

About the service

Keane Premier Support Service was registered with the Care Inspectorate in August 2015. It is a combined housing support and care at home service and is provided to adults with physical disabilities and/or learning disabilities and/or mental health problems living in their own home.

Keane Premier Support Services Ltd owns and operates this combined service and has a number of years experience in running care home establishments. Since its first inspection last year when there were six supported individuals, this service has increased in size with 41 people receiving support at the time of inspection.

Since the last inspection, the office base has moved to larger premises in the Rutherglen area of Glasgow.

The stated aims of the service include ensuring that the individual's needs are met wherever possible, that they lead as full and active lives as possible and that they realise their potential and achieve their outcomes.

What people told us

Prior to the inspection, we sent out 20 care standard questionnaires to people who used the service and family carers. We received nine back. During the inspection we visited three people and two family carers at home and spoke with another five family carers by phone. We also observed three staff in their interactions with two supported individuals during two home visits. The majority of feedback indicated that people were receiving a person centred service from a reliable and flexible group of regular staff. We received a few negative comments about service delivery which we discussed with the manager during the inspection. We were satisfied that she was dealing with the concerns raised. Comments included,

"They are doing a great job"

"They are open to suggestions, feel listened too"

"Adaptable young staff, creative and dynamic"

"They come in with a smile"

"They go beyond agreed hours, bank her hours if need be"

"They had a lot of staff leaving but this never affected my mother's support...continuity"

"Brand new service".

Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider. The provider identified what it thought the service did well. The self assessment clearly identified some key areas that the provider believed could be improved upon and showed how the service intended to do this. We discussed at feedback with managers about further ways to involve stakeholders, such as supported individuals and family carers in the self-assessment process.

From this inspection we graded this service as:

| | |
|--------------------------------------|--------------|
| Quality of care and support | 4 - Good |
| Quality of staffing | not assessed |
| Quality of management and leadership | 4 - Good |

What the service does well

The majority of people we spoke with described a person centred service, where staff and management promoted creative solutions to meet people's needs and wishes. People told us that the service was flexible and reliable resulting in positive outcomes for supported individuals. During this inspection, we heard of examples of how the service had improved aspects of supported individuals' lives in terms of health and wellbeing and being actively engaged in their communities. For instance, a care manager told us how the support service had directly led to a supported person with complex needs remaining in the community longer than would have happened otherwise.

Staff and management could describe the needs and wishes of supported individuals. Staff had access to relevant and person specific training. This led to a confident team of staff who were able to work confidently and in a person centred way. We observed staff interactions with supported individuals during home visits and noted warm and friendly relations based on mutual trust and respect. Feedback from people who used the service, family carers and social work staff indicated high levels of satisfaction with the service. Staff spoken with demonstrated motivation and commitment to doing a good job, for instance, with regards to adult protection and effective communication.

Managers used and were developing a range of quality assurance processes to ensure appropriate standards were being met. People using the service and their carers' were able to comment favourably on the quality of the inspection areas we focused on. They confirmed that the new management team were responsive and dealt with issues quickly and efficiently.

What the service could do better

The new management team agreed with us that aspects of service delivery needed to improve. This included ensuring supported individuals received a weekly staff rota without fail, improved paper trail for formal complaints, training for staff was wider ranging and a call tracker system was introduced. We were pleased to note that remedial work had begun in these areas.

The new management team acknowledged that the service had expanded too quickly from six to 41 service users in the space of a year. Consequently, sustaining a person centred approach for everyone had been a challenge.

We noted that managers were now working hard to consolidate the service provision to ensure that existing and new supported individuals received a bespoke service from appropriately trained staff. We will review progress at future inspections.

We discussed with managers the need for further work to ensure support plans were of the same high standard in terms of being outcome focused and person centred. It was essential that detailed information and effective guidance on how to support people using the service were available in support plans.

Review paperwork should evidence that the review process evaluates and informs outcomes for people using the service.

We provided the manager with good practice guidance for the management of medication to improve current systems of recording.

In our sampling of records we noted that there were events that the Care Inspectorate should have been informed about. We provided some clarity about notifications at feedback with the registered manager (See Recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should inform the Care Inspectorate of all notifiable events, in line with the guidance, "Records That All Registered Care Services (except childminding) Must Keep and Guidance on Notification Reporting", available from our website at www.careinspectorate.com

National Care Standards (NCS) 4 Care at Home – Management and Staffing

Complaints

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

Inspection and grading history

| Date | Type | Gradings | |
|------------|-------------|---------------------------|---------------|
| 2 Sep 2015 | Unannounced | Care and support | 4 – Good |
| | | Environment | Not assessed |
| | | Staffing | 5 – Very good |
| | | Management and leadership | 4 – Good |

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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