

Keane Premier Support Services Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 10 October 2017

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.

What people told us

'The staff are great and know me well'

'The staff are good however there is room for improvement in staff gaining further skills'

'I like my staff'

'I would like to do more'

'I think staff could support him to be more independent'

'I have lost weight with the help of staff which has helped my health'.

Self assessment

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

From this inspection we graded this service as:

| | |
|--------------------------------------|---------------|
| Quality of care and support | 5 - Very Good |
| Quality of staffing | 5 - Very Good |
| Quality of management and leadership | not assessed |

What the service does well

We looked at personal plans which contained good detail in relation to the individual. We saw that people had one page profiles which gave us a quick glance of how people liked to be supported as well as likes and dislikes.

People's health care needs were responded to and relevant agencies were referred to if required such as the Speech and Language Team, Dietician and Community Psychiatric Nurse.

This ensured there was a holistic approach to people's needs and outcomes.

We were pleased to see that staff had attended training specific to people's needs and their conditions such as Down Syndrome, Epilepsy and Autism. As a result staff increased their skill base to have a better understanding of how this may impact on people's lives and behaviours.

We looked at risk assessments in relation to various activities people participated in which assured us that the service considered people's health and safety.

We received feedback from people who used the service through the Care Inspectorate's Questionnaires, these were all positive. Additionally we read communication from Social Workers complimenting the service on the support they had given to people which was life changing.

We met with people and their relatives who were positive about the service, however there were further improvements that could be made. The manager was open to this and took this feedback on board.

We spoke to staff who were enthusiastic about their work and appeared to know the people they were working with very well. We found them to be open to learning and suggestions and they stated that managers were supportive and approachable.

We found that staff participated in formal supervision, however they also experienced a lot of informal coaching. This resulted in staff feeling confident to support people effectively.

What the service could do better

We advised the manager that the detailed personal plans could be further developed and have full involvement of the individual in relation to their abilities. This would lead to more creative, meaningful outcomes and opportunities for people.

We asked the service to clearly document what could be interpreted as restraint such as changing the mobilisation of a wheelchair from the individual's control to the staff member's for health and safety reasons. Permission was sought from the person however was not written into personal plan.

Accidents and Incidents could be improved to evidence the learning for people who are supported and in particular for staff. This could limit the situation being repeated and demonstrate a learning culture.

We suggested that team meetings could progress to having various topics on the agenda such as social care / work case reviews to build knowledge for staff. We also stated that it would benefit the meeting to have more agenda items coming from the staff so it is not presented as a meeting with only the manager's agenda.

We would like to see evidence of follow up conversations with the staff and managers after they have completed a training session. This would demonstrate to the line managers what staff had learned and understood after the course and how this would impact on their work practice.

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

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|---------------|
| 18 Aug 2016 | Unannounced | Care and support | 4 - Good |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | 4 - Good |
| 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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