

## Key Community Supports - Stirling/ Clackmannan Support Service

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Type of inspection: Announced (short notice)  
Inspection completed on: 25 October 2017

**Service provided by:**  
Key Housing Association Ltd

**Service provider number:**  
SP2003000173

**Care service number:**  
CS2007163994

## About the service

Key Community Supports Stirling/Clackmannan is registered as a care at home service and provides support to adults, young people and children with a disability living in their own homes and in the community.

At the time of this inspection the service were providing support to approximately 75 people across Stirling and Clackmannanshire. Support is provided by two staff teams with office bases in Stirling and in Sauchie.

Each team is led by a service manager, support provided is coordinated by team leaders and direct support is provided by teams of support workers. The support provided is personalised to meet the assessed needs of individuals and the outcomes they wish to achieve. Key Community Supports is a national organisation that supports people with a learning disability.

Their aim is "to provide each person with support which is flexible, personalised and tailored to their individual needs and wishes." They will "try to offer support which enables each person to lead an ordinary life with the same opportunities as other adults in our society."

## What people told us

Throughout this inspection we met with twenty-one people who were using the service in the Stirling and Clackmannan areas. We visited people in their own homes, made phone calls and observed staff during support visits with people. We also spoke with seven relatives of people using the service about their experience of contact with the service.

Overall people spoke highly of the quality of support they received, and spoke positively about the staff supporting them and the communication they had with the service. Comments about the service and staff included;

"Staff are brilliant"

"Best key service I have ever had"

"It's brilliant here"

"Have lots of social opportunities, know all the carers well and I am happy with support"

"I like my flat and it's going well so far so good"

"There are not too many changes in my staff team"

"My support is going well"

"I like the help I get from staff"

"I feel more independent used to get myself in situations that weren't good"

"Everything is going fine with service, no complaints"

"Help I get is based on what I want"

"Support in place has changed my quality of life, I am very happy with support I get and staff".

People talked about changes in the overall management of the service which included a new service manager and changes in team leaders coordinating the support for some people. They felt they had been supported to adjust to these changes and were knowledgeable of the new managers and how to contact them. People told us they were confident if they had any concerns they could raise these and they would be addressed.

Relatives we spoke to talked about their contact with the service and how very good communication with the service promoted positive outcomes for their relatives. Their comments included;

"All staff working to same goal, we have regular meetings with manager"

"Kept up to date with changes or involved in preparation, always listened to"

"No cause to complain, any clarification I need I ask and they will take on board anything I have to say and act on this".

One relative commented on the importance of getting the right match with the staff team supporting their relative. They spoke highly of support from the team leader to get this right. They commented;

"Team leader will ask for feedback about new staff to get right fit for X"

"Team leader will listen and act if we don't want people in team"

"We work very well with Key to make best life for X".

## Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development and improvement plans as part of this inspection.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## What the service does well

People were supported by staff who knew them well. Staff had built positive relationships with people and their families. Each person was working toward different outcomes and goals, demonstrating support was centred on what was important to them and what they wanted to achieve.

We heard how people's confidence, self-esteem and independence had improved through being supported with goals such as developing their independent living skills, maintaining healthy lifestyles and maintaining and developing friendships. People spoke enthusiastically about their involvement in various community groups and activities including enjoying days out and holidays with staff support.

People were encouraged and supported to make their own choices and decisions about their day-to-day life. Staff respected their preferences about the way they wanted to be supported and to maintain their preferred daily routines.

We heard from one professional how the reliability and consistency of approach from staff had made a positive difference to people's quality of life. Examples given included, improvements in health and reduction in admissions to hospital and increased confidence leading to people being more motivated to explore social opportunities outwith their home. The service was responsive to people's needs and wishes and it was very good at adapting to people's changing circumstances.

Some people were also accessing short breaks in a local authority resource. Support workers from the Key Community Supports service were able to provide their care during the short break. Maintaining consistency of staff support made a positive difference to people's experience of their break. Relatives told us they felt more relaxed about having a break from their caring role knowing their relative was being cared for by staff who knew them well. These regular breaks helped relatives maintain their caring role.

There was a new management team in place and we received positive feedback from people about their professional approach, availability, willingness and promptness in responding to any issues raised. Staff found team leaders and service managers very approachable and supportive.

Managers and team leaders regularly met with people and encouraged them to give their views on the quality of their support. People were confident their views were listened to and acted upon.

The service held a consultation event with people using the service which was well attended and productive in gaining people's views on how the service could develop and improve. Responses were being collated and will inform service improvements.

The service used a range of quality assurance approaches to monitor key areas of practice. We could see where these were consistently applied, they were effective in identifying areas of strength and highlighting where the service could improve.

## What the service could do better

Where people were supported with managing their medication there were systems in place to record and monitor the support people received. We discussed where improvements should be made around promoting staff understanding of their role and in ensuring PRN protocols are in place where "as required" medication is prescribed. The service planned to take forward improvements around reviewing medication practice to ensure best practice is consistently being followed.

Where people are being supported during a planned short break, the service should ensure they have a record of up to date information about their specific needs and how they are to be supported during their stay. This will ensure staff are clear about their role in supporting people and support provided will be in line with people's needs and preferences.

The provider should progress plans to implement their new outcomes focused support plan documentation. They should ensure staff are trained and supported to understand and effectively apply the new approach.

The service should continue to develop reviews of people's support and ensure these are consistently taking place at least six-monthly or more frequently dependent on people's needs.

The frequency of staff supervision and appraisal's held should be improved to meet expectations of the providers own policy. The quality of supervision should continue to develop, to ensure it is meaningful to staff development.

The service is expanding and developing to support people to meet a broad range of needs and personal outcomes. They should ensure staff have training to support them to keep pace with any changes needed in their practice, and their approaches to meet the diversity of people's needs.

The service should ensure that quality assurance measures are applied consistently across the service. They should ensure audits are completed and actions and outcomes are effectively monitored to ensure expected improvement actions are being met.

The service should continue to progress with developing their service improvement plan. They should ensure outcomes of service audits and the views of people using the service inform continuous improvement.

## 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	
25 Aug 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
14 Jul 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
18 Sep 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
17 Jul 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
7 Jun 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
2 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
30 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 3 - Adequate 4 - Good

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