

Key Community Supports - Falkirk Support Service

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Type of inspection: Announced (short notice)
Inspection completed on: 7 March 2018

Service provided by:
Key Housing Association Ltd

Service provider number:
SP2003000173

Care service number:
CS2004079440

About the service

Key Community Supports - Falkirk is registered as a care at home support service and provides support to people with a learning disability who live in the Falkirk area. Some people using the service stay in purpose-built accommodation in certain locations and some people stay either with their family or on their own in locations spread throughout the community. This service works closely with the housing support service, using the same staff, support plans and policies.

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

We spoke with five people by phone who were supported by the service and met eight people in a group as part of the inspection. We also sent out 40 questionnaires prior to the inspection and 22 were returned. All the returned questionnaires showed that people were happy with their support. Two people in the questionnaires and one person we spoke with commented that sometimes their support worker was not on time. This had also been brought up at Keys annual conference for the people supported. However everyone we met said they received their support as agreed out with any unforeseen circumstances.

It was clear from speaking with the people that the support was flexible, person centred and self-directed. Everyone we spoke with praised the quality of the support and could not think of anything they would want to see changed or improved. We could clearly see the positive impact the support had made in people's lives, helping them gain confidence and become more independent.

We spoke with one relative who said:

"The team are kind, honest and supportive; support workers treat my relative with kindness, honesty and respect"

Self assessment

We are not asking services to provide a self-assessment this year while we review how we inspect in the future. Instead, we will ask services for their improvement or development plan and discuss any changes they have made since the last inspection or intend to make.

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	5 - Very Good

What the service does well

We saw that the quality of support was of a high standard and that people received support based on their own choices.

There were flexible working practices to enable everyone to be supported in their choices of activities and lifestyles. We found that personal plans reflected each person's choices in how they wanted to be supported. People we spoke with told us how the support had improved their lives, enabling them to become more independent, try new activities build on relationships and go on holidays. The people supported told us that they felt confident in raising any issue and that this would be listened to. It was clear from speaking to people that the staff support enabled them try new things which broadened their life experience.

Feedback from the people supported was that staff were caring, supportive and went out of their way to help them with any problems. People told us that when they raised issues, someone would discuss these with them and also tell them what they would do about it. This showed that the service user's opinions were listened to and acted on.

We saw that each person had a review of their support every six months. People we met told us they met regularly with their keyworker to discuss what they wanted to achieve. We saw that changes to individual health resulted in updates to personal plans and consultation with relevant professionals. We saw that the people supported had very good access to health professionals and that where advice was given this was followed by the staff team supporting the person.

We saw that feedback from the people supported influenced both the direct support and organisational development. There were a number of opportunities for the people supported to share their suggestions, ideas, and be involved in shaping future strategies.

There was also The Advisory Group (TAG), run by people using the service to make sure they had a say in the running and planning of services. TAG became a Scottish Charitable Incorporated Organisation in 2012. TAG has an agreement with Key to ensure that the organisation's direction continues to be shaped by the experiences and views of people with disabilities. Two members of National TAG sit on Key's Board and once a year TAG and the Board come together to review and develop aspects of the strategic plan. This shows an investment in people having a genuine say and influence in the direction of the organisation.

Key Communities had a comprehensive range of policies and procedures in place to support staff practice. All staff received training on these policies. We saw that the values within the policies and the national care standards were clearly demonstrated by staff in their day to day work.

Staff had the opportunity to reflect on their work through one to one meetings, team meetings and feedback from their line manager. This enabled staff to develop and enhance their skills. We saw that training was discussed regularly with staff and this supported them in their personal development.

We saw that the service carried out audits to measure performance. This included random sample audits undertaken by the locality managers.

We saw there was a development plan for the service and this reflected the objectives of the organisation. We also saw that locality meetings were held where the manager, locality manager and team leaders met to discuss service development. This meant that there was a consistent approach to improving the service, including any issues and associated actions.

In summary we found that people were supported to achieve what they wanted. We were told by the people supported that the quality of staff support was of a very high standard. We saw that the service was well managed giving opportunities for further development through the consultation of staff, stakeholders, relatives and the people supported.

What the service could do better

Whilst it was clear that people were supported to achieve their outcomes, we found gaps in clearly evidencing the positive work done by staff. We discussed that further work was needed to record goals/outcomes in a way that each person could understand. Further work was needed to develop and review the documentation used to record outcomes and reviews of support.

Whilst personal plans were outcome based it was difficult to always see what steps were to be taken to support the person achieve the desired outcome. We would expect the each outcome could be measured as to its success with regular updates to link into reviews of support. The manager said they were aware this was something that needed to be improved upon. We will follow this up at the next inspection.

We discussed that all staff were eligible to register with the Scottish Social Services Council (SSSC) from October 2017 in care at home services. We discussed that further work would be of benefit in looking at how reflective accounts were used to show staff learning had been put into practice. However we saw that there were planned approaches to support staff achieve a relevant qualification. We will follow up the registration of all staff with the SSSC at the next inspection.

Whilst we saw that audits were carried out, there was no direct link to these into the improvement plan. We discussed that as good practice there should be a clear overarching quality audit system in place. This would include an overview of all audits and an action plan from these. This would ensure that practice reflected the policies and expectations of Key Community Supports.

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.

Inspection and grading history

Date	Type	Gradings
7 Mar 2017	Unannounced	Care and support
		Environment
		Staffing
		Management and leadership
		5 - Very good
		Not assessed
		5 - Very good
		Not assessed

Date	Type	Gradings	
10 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
11 Mar 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
11 Mar 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
28 Nov 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
9 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
24 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
30 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 3 - Adequate

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