

Key Community Supports - Highland (Inverness and Nairn) Support Service

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Telephone: 01463 242579

Type of inspection:

Unannounced

Completed on:

11 October 2018

Service provided by:

Key Housing Association Ltd

Service provider number:

SP2003000173

Service no:

CS2004079340

About the service

Key Community Supports - Highland (Inverness and Nairn) provides practical and personal support, advice and guidance to help people live with dignity in their own homes. The service is primarily for people with a learning disability or mental health problems. The service is provided from three main housing complexes, two of which are based in Inverness and one in Nairn. The service is also offered to people in the wider communities in Inverness and Nairn. The service also offers a respite and short breaks service from the site at Nairn.

This service registered with the Care Inspectorate on 1 April 2011.

The service aims to work alongside service users and their family to help them to live life to the full.

What people told us

The people we spoke with were very happy with the service they received. They told us that they had good relationships with staff and that staff listened to them. They felt staff knew their support needs well and the support they received reflected this. They found staff to be respectful and felt confident that if they raised any concerns the team manager would sort these out.

Self assessment

The service have not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

People who used the service experienced good quality of care and support. It was clear that individuals had developed trusting relationships with their support team and that staff had an enabling attitude, thus encouraging and supporting individuals to reach their potential. Examples of this were individuals feeling less anxious, individuals feeling more confident and individuals learning to be more independent. Some comments we received were:

"I know the workers who support me and they listen to me and make changes to my support if that's what I want."

"I am fully involved in my reviews and have a say in how I want be supported".

"My relative has a really good relationship with her support team. This is really important to her".

We observed staff supporting individuals. Individuals were getting ready for a major social event and were all very excited. We were impressed with the way staff managed this in a relaxed and fun manner whilst supporting individuals with very complex needs. It was clear that the individuals' care and support needs were the main focus of staff support. When we spoke with staff they were able to tell us what individuals' needs were, and how they were supported. The information within support plans reflected what staff told us. This confirmed that individuals were receiving the right supports at the right time, by a confident and knowledgeable staff group.

It was clear that there was a significant focus on supporting individuals to feel included in the local community. This meant that individuals had an active lifestyle and were able to participate in a range of activities. Individuals told us they enjoyed these activities and it was clear that these experiences had helped them feel more confident and learn new skills.

Although individuals were fully involved in their reviews, we discussed with the manager how this could be done in a more person centred manner. A person centred review would further recognise that individuals are the experts of their own experiences, needs and wishes.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The provider had a robust system in place to ensure staff were appropriately and safely recruited. This included a comprehensive induction programme for staff. This type of induction allowed new staff the time to feel confident and competent when providing care in a person centred manner. It also allowed the provider to ensure its workforce were providing high quality care, based on relevant evidence, guidance and best practice.

When we looked at support/staff rotas it was apparent that two individuals were not getting the right supports at the right time. We discussed this with the manager who agreed that early reviews would be instigated for the individuals in question to ensure they were being appropriately supported. By the end of the inspection the manager had been responsive to our findings and implemented a satisfactory process to ensure missed support hours could be monitored and analysed more robustly.

Some of the staff we spoke with and documents we considered, evidenced that a small number of staff did not feel supported or listened to when they had raised concerns. These staff had not had regular staff meetings or staff supervision for some time, thus there was limited opportunity for staff to talk and check they were all

working in a consistent manner whilst supporting people to achieve their outcomes. We discussed this at length with the manager and were satisfied that they had begun to take appropriate action and had a system in place to monitor and follow up concerns raised.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The provider had a number of robust and transparent quality assurance processes in place. This year's focus was improvement work. An example of this was developing support plans so that they were more person centred and easier to understand. This was reflected in the service's improvement plan that was monitored and reviewed on a regular basis. It was apparent the provider and manager were promoting a culture of continuous improvement. We will review the progress of the provider's improvement plan at the next inspection.

There were a number of opportunities for individuals to become actively involved in improving the service in a spirit of genuine partnership. This included giving regular feedback on how they experienced support. The organisation used this information to make improvements to service delivery.

To further promote high quality care and ensure staff are following best practice guidance, the manager should consider developing staff observational practise. This approach would allow senior staff to observe staff when supporting individuals, identify staff's strengths and allow open and transparent discussions on areas of practise that could be improved on. This could then be linked to the staff's development plan.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider must ensure that managers and seniors are familiar with the Notifications Guidance and ensure that all significant accidents and incidents are notified to the Care Inspectorate within 24 hours.

SSI 2011/28 Regulation 4 – Records, Notifications and Returns.

Timescale for implementation – immediately on receipt of this report.

This requirement was made on 30 January 2017.

Action taken on previous requirement

There had been appropriate reporting through notifications following significant incidents and accidents. Senior staff were familiar with the expected process.

Met – within timescales

Requirement 2

The provider must complete and retain a training needs analysis for each member of staff and update this at least annually. The information from the training needs analysis should inform an annual training plan for the service.

This is in order to comply with SSI 2011/210 Regulation 15 – Staffing, SSI 2002/114 Regulations 19-24 – Records and SSI 2011/28 (Registration) Regulations – Records.

Timescale for implementation – by 31 March 2018.

This requirement was made on 23 January 2018.

Action taken on previous requirement

Staff supervision records evidenced that individual staff training was discussed and followed up. Each staff member had a clear training record that was updated regularly.

Met – within timescales

Requirement 3

The manager must ensure that quality assurance systems were fully implemented in accordance with organisational policy.

This is in order to comply with SSI 2011/210 Regulation 3 - Principles - A requirement to provide services in a manner which promotes quality and safety and respects the independence of service users, and affords them choice in the way in which the service is provided to them.

Timescale for implementation - by 31 March 2018.

This requirement was made on 23 January 2018.

Action taken on previous requirement

A number of quality assurance systems were in place that linked into the service improvement plan.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The provider must make sure that personal support plans and risk assessments were reviewed with each supported person and their carers or representative if appropriate, at least once in each six month period to ensure that the care and support provided continues to meet the needs of each individual. The provider should keep a record of these meetings and a minute taken. Minutes should contain a summary of the discussion held, the decisions made as a result of the discussion and when this will be reviewed again.

National Care Standards for Care at Home Services: Standard 3 - Your personal plan.

This recommendation was made on 23 January 2018.

Action taken on previous recommendation

This recommendation had been met. Reviews were taking place on a 6 monthly basis and included the relevant persons. It was apparent that reviews linked to individuals' support plans and risk assessments.

Recommendation 2

The manager must ensure that there are systems in place to enable regular and protected time with staff in keeping with the organisations policy of support and supervision.

National Care Standards for Care at Home Services: Standard 4 - Management and staffing.

This recommendation was made on 23 January 2018.

Action taken on previous recommendation

This recommendation had been met. There had been good overall progress in this area and there was clear guidance to team managers to ensure all staff were supported in line with the organisation's policy. We identified a low number of staff who had not received supervision but were confident the manager would ensure they would be prioritised for supervision.

Recommendation 3

The manager should ensure that the organisation's policy and procedure regarding formal complaints is followed. They should acknowledge each complaint and inform the complainant of any action that is to be taken within the required 20 days. In situations where this is not possible, the manager must ensure that complainants are kept informed and updated of the actions the service is taking to resolve their concerns and on any progress made.

National Care Standards for Care at Home Services: Standard 4 - Management and staffing.

This recommendation was made on 23 January 2018.

Action taken on previous recommendation

This recommendation had been met. There were some areas of improvements identified when considering informal complaints. There will be reference to this in the report.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
23 Oct 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
30 Jan 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good

Date	Type	Gradings
24 Mar 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
7 Nov 2014	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
27 Sep 2013	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
23 Oct 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
12 Mar 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
15 Oct 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership Not assessed
3 Sep 2009	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good

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