

Key Community Supports - Highland (Caithness, Sutherland and Easter Ross) Support Service

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Type of inspection:

Unannounced

Completed on:

30 October 2018

Service provided by:

Key Housing Association Ltd

Service provider number:

SP2003000173

Service no:

CS2004079342

About the service

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

The service, Key Community Supports - Highland (Caithness, Sutherland and Easter Ross), is operated by Key Housing Association Ltd, a registered social landlord that provides accessible housing and support in 15 local authority areas across Scotland.

The care at home service provided personal care, support and advice to people with disabilities and complex care needs.

The service is provided at a number of sites throughout the North Highland area including; Thurso, Wick, Golspie, Invergordon and AIness. The service operates all year round and people who use the service can easily access support in emergencies out with their allocated support times.

Overnight support can be provided to individuals that require this level of service.

The service aimed to work alongside service users and their families to help them to live life to the full.

What people told us

As part of the inspection process we issued 40 Care Standards Questionnaires (CSQs) to people who used the service and received 28 responses.

The following comments were provided:

"I get on better with some workers than others. I don't know about complaint procedures but I am very good at letting management know if I am unhappy with my support."

"Wonderful staff. Brilliant team and services."

"Staff can be bossy. Don't get enough freedom."

One respondent indicated that she felt she got left out a lot. She indicated that she felt staff did not have enough time to carry out their supports. Overall, though, she indicated that she 'strongly agreed' she was happy with the quality of care and support provided.

"Don't receive my proper support."

"Sometimes workers have to change shifts as they are not trained to support me with my medication and I can get very upset over this as I am told it is one worker then it gets changed to another."

"I am extremely happy with my support plan and the people who support me. There isn't anything I can think of to improve the service that is provided. I am treated with respect. I am content and happy in my environment and I am much happier than where I was placed before."

Not all of the respondents provided their names so it was not always possible to provide local managers with details that they would be able to follow-up on. The Care Inspectorate also has a duty to protect the

confidentiality of its respondents. Where concerns were raised with us and we had permission we flagged up specific issues with the service provider.

100% of respondents to our CSQ survey indicated that staff treated them with respect.

92% told us that they felt staff checked on them regularly to ensure that they were meeting their needs.

89% indicated that they felt staff had enough time to carry out their supports.

Eighteen of the 28 respondents 'strongly agreed' and eight 'agreed' that overall they were happy with the quality of care and support they received. Two indicated they 'don't know'.

We carried out a series of home visits in Wick, Thurso, Golspie and Invergordon. This afforded an opportunity to meet directly with people who experience care. We noted, too, that for some their landlord Key Housing Ltd had, in a number of cases, undertaken some home refurbishments to better enable people's home to reflect their changing support needs.

Not all people were tenants of Key Housing - a range of other landlord letting arrangements were also in place and some people live in their family home.

It was clear to us that the staff knew the people who experienced support very well and had developed, in the main, positive and constructive relationships with them.

The following comments were provided during the home visits:

"Support is better now than it used to be" [previously staff had arrived late or missed calls].

"Really good staff, they help me a lot."

We met with a small group of parents who told us about their experiences of the service. They told us the service had experienced some management and staffing changes which were unsettling. They continued to work closely with local managers to improve communication. One mother told us "my daughter loves her home. Staff know her exactly."

Another told us about being invited to take part in a recent staff selection process and felt that the service had included and welcomed the views of parents.

Overall, parents were happy with the service and their respective staff support teams.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We asked the service for their own improvement plan and quality assurance paperwork. This would indicate the service's 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

5 - Very Good

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

What the service does well

We evaluated the quality of care and support as very good. The very good grade applies to performance that demonstrates major strengths in supporting positive outcomes for people.

The service is provided across a large geographical locality with combined care at home and housing supports in Wick, Thurso, Golspie, Invergordon and Alness. This meant that each of the services were at different stages of development with varying issues pertinent to specific localities. For example, at Golspie the organisation has completed implementation of its integrated management IT system "Evolve" which will better support planning and staff rostering arrangements. The Wick project continued to recruit new staff. Overall, the service was running well and continued to consolidate its position after a period of some loss and change.

Key Community Supports had a strong and long-established value base which was committed to ensuring that people with disabilities could exercise choices to build a life of their own with the active support of family and friends on a 'foundation of good quality support'.

We could see that the service had a strong ethos to support people to get the most out of life. It recognised people as experts in their own experiences, needs and wishes. There was a strong commitment to ensuring people who experienced care were as empowered and enabled to be as independent and as in control of their lives as they could be.

We were provided with evidence of very good quality outcomes for people who experience care. These included, for example, supporting a service user to achieve life changing weight loss. Another service user was supported to attend college, whilst another undertakes a voluntary job at a recycling centre.

Other examples included supporting a couple to take part in a commitment ceremony to give witness to their dedication to one another. Other service users were being supported to be active as a community champion, to undertake an adventurous holiday or to find better accommodation. All of which meant that people were more fulfilled, growing in confidence and undertaking activities that contributed to their overall wellbeing.

The service's support plans were individualised, person-centred tools which aimed to support personal outcomes for each service user. They provided staff with clear profiles of people who experience care, detailing their daily support routines and preferred outcomes. The service was striving to use its Evolve IT system to both improve the standard of its support planning and staff rostering arrangements.

A comprehensive local profile and development plan had been devised to drive further improvements across the locality. It provided detailed analysis of each of the branch's localities and set out initiatives to improve and verify the service's overall performance. Part of which would be achieved through quality auditing. We noted the progress updates within the plan and some of the measures, including refresher training, to address and to support any gaps in service provision. We were impressed with the quality of the locality profile and development plan and believe people who experience care could feel confident in the organisation providing their support.

What the service could do better

During the inspection we met with some people who were not happy with the standard of their rented accommodation. The Care Inspectorate does not assess the quality of the lived environment in care at home settings. We noted, where it could, Key Community Supports worked in conjunction with social work and landlords to secure other tenancies as and when they became available. However, we raised concerns that staff had considered some of the tenancy settings were impacting detrimentally on the mental health and wellbeing of some tenants. The provider has undertaken to liaise with landlords in an endeavour to secure improvements or alternative provision. Future inspections will monitor what outcomes have been achieved.

We also asked the provider Key Community Supports to act on behalf of those vulnerable adults with learning disabilities to ascertain from their landlords, Key Housing Ltd, how long-term financial contributions, as part of their tenancy agreement relating to furnishing costs, had been spent.

The service had provided detailed analysis of a series of medication errors that we had been notified about. This was part of a process to assess the exact nature of any system failings. The service had also taken a number of organisational and local actions aimed to support the decrease of medication errors across the branch. We will continue to work closely with the service to support ongoing improvements.

The service should continue to use and fully embed its quality auditing arrangements to evidence how the practices of the service contribute to improved outcomes for people who experience care and support. **(See recommendation 1)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should continue to use and fully embed its quality auditing arrangements to evidence how the practices of the service contribute to improved outcomes for people who experience care and support.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that; "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

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
30 Mar 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
20 Dec 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
8 Feb 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
6 Feb 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 6 - Excellent
14 Jan 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 6 - Excellent
14 Dec 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
15 Oct 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership Not assessed
9 Mar 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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