

Key Community Supports - Argyll & Clyde Support Service

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Type of inspection:

Unannounced

Completed on:

14 November 2018

Service provided by:

Key Housing Association Ltd

Service provider number:

SP2003000173

Service no:

CS2004079432

About the service

Key Community Supports Argyll and Clyde provides a care at home services to adults and children. It operates in five areas - Dunoon, Helensburgh, Inverclyde West, Inverclyde East and North Ayrshire. The service provides various types of support including one-to-one, group activities, 24-hour care and support to people living in houses of multiple occupancy (HMO's). The providers head office is in Glasgow.

Prior to December 2015 the service was part of a combined service providing housing support and care at home. The provider has since un-combined its registration and the service is now registered to provide a care at home service to adults and children living in their own homes.

At the time of this inspection the service was supporting 158 people.

What people told us

We sought people's view of the service in a number of ways. We visited 10 people at home where we also met some relatives. In addition we spoke with relatives on the phone, an inspection volunteer assisted with phone calls. We also met five people supported by the service at a group activity.

Prior to the inspection we asked the provider to distribute questionnaires to people using the service and their relatives. We took account of the information in the 19 that were returned to the Care Inspectorate. Where people were less able to express their views verbally, we observed how well staff engaged with them and supported them to make choices.

Generally people spoke positively about the service they received, we discussed a few less favourable comments with the registered manager. Some of the comments we received included:

"The staff at key housing Dunoon continue to provide an excellent level of support for my relative"

"It would help service users if more support staff knew makaton".

"Delighted with the care and support my relative receives, an exemplary service".

"My workers make sure that I am able to attend all my weekly classes that I enjoy".

"As a family we are satisfied with the care that our relative receives".

"I attend service user meetings and feel able to express my opinion openly".

"I am very happy with the quality of life my relative receives from Key since moving to this service".

"I am not always confident that staff have the skills to support me, some support me better than others".

"Can't complain, carers provide 100% care".

Self assessment

We did not ask the provider to submit a self assessment prior to 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	5 - Very Good

What the service does well

People experienced compassionate, person centred support from staff who knew them well and were knowledgeable about their needs. A relative commented "A close team of support workers provide an excellent care service to my relative, they are always looking for ways to improve and maintain his quality of life"

People spoke positively about workers and placed a high value on being supported by a familiar staff group as this helped them experience positive outcomes. "Staff are highly motivated, respectful towards my relative and his sisters and are generally fab" said one relative.

Workers were very good at supporting people to take part in the things that they enjoyed and promoted opportunities for people to meet with their peers.

We had an opportunity to meet people at a group activity facilitated by the service. In another service we spoke with someone who was looking forward to an overnight stay in Edinburgh to be able to enjoy a trip to the theatre. These were just some of the examples of ways the provider supported people to achieve good outcomes.

We observed that workers were attentive and responsive to peoples changing needs. Close working relationships with health professionals had helped promote good health outcomes and develop the skill and confidence of staff supporting people, some with more complex needs. As a result people continued to be supported at home. "Without them my relative would be unable to live in his own accommodation" said one relative.

The roll out of new support plans across the services had generally progressed well and staff said they saw the benefit of information that was more accessible and easily audited. Those we sampled contained detailed information about the things that were important to people, the things they needed support with and how that support should be delivered. Regular reviews helped the provider ensure that people continued to receive support that was right for them.

Leadership opportunities contributed to the on-going development of staff, these included enhanced roles and responsibilities and the chance to mentor new staff.

Team leaders demonstrated commitment to ensuring that services were well delivered, often providing additional direct supports themselves during times of staffing shortages.

We saw effective quality management systems that helped identify the service's priorities for development, monitor the quality of provision and deliver planned improvements within the service.

What the service could do better

Whilst there were very good systems in place for monitoring and managing accidents and incidents, during our sampling we found medication errors that we had not been notified about. We provided clarity on the guidance for making notifications to the Care inspectorate.

The introduction of new paperwork had provided an opportunity for services to review information recorded about people, however the provider still faced challenges involving front line staff in this process.

We felt that there was scope to improve the way that activities were evaluated and recorded in review paperwork. This will help improve the way services report on outcomes.

The provider should continue to monitor how the demand on team leaders time during periods of staff shortages impacts on them completing areas of their role including administrative, supervisory and quality monitoring tasks.

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
27 Sep 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 4 - Good

Date	Type	Gradings
6 Jul 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
6 Jul 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
25 Apr 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
3 Apr 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
4 Apr 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
24 May 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
30 Jul 2009	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

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