

Key Community Supports - Dunbartonshire Support Service

The Square
70 Renton Street
Glasgow
G4 0HT

Telephone: 0141 342 1890

Type of inspection:

Unannounced

Completed on:

14 December 2018

Service provided by:

Key Housing Association Ltd

Service provider number:

SP2003000173

Service no:

CS2004079437

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Key Community Support Dunbartonshire is a registered charity managed by a voluntary committee, which provides services for people with learning disabilities, acquired brain injury and dementia. The organisation provides a range of housing support, care at home and residential care services in over 50 locations across Scotland.

The Dunbartonshire service is registered with the Care Inspectorate to provide a support service with care at home to adults and children in their own homes in the community within East and West Dunbartonshire. Support is provided by five staff teams coordinated from offices in Alexandria, Dalmuir, Clydebank, Milngavie and Kirkintilloch.

Some people who use the service have moved from long term hospital care provision whilst others have previously lived with their families. Packages of support range from a few hours weekly to 24 hours daily.

The service is managed by an area manager who is the registered manager, and local service managers. Service managers are responsible for a number of teams and support workers in a service area.

The stated aims of the service are:

To provide the highest possible level of support, individually tailored to meet individual needs, which is flexible and adapted to reflect each person's unique personality and requirements. Through close collaboration, planning and partnership working with families, local authorities and other agencies we aspire to support people to reach their full potential and meet their aspirations for a full and positive lifestyle.

What people told us

People told us what they thought of the service when we visited them at home, met with them at an event organised by the provider and spoke with them or their relatives on the phone. Generally people were very happy with the service they or their relative received.

We also considered the feedback in the 32 questionnaires we received from people using the service and their relatives. On the whole comments were positive, with the exception of one where comments were less favourable, we discussed these with the registered manager. Comments included:

"No care system is 100% but any problems that crop up are usually solved with discussion. This can be with the carers or their managers".

"Relative is so much more independent since moving."

"There is nearly always a shortage of staff."

"In general I am happy."

"Can't speak highly enough of the service."

"know relative is well looked after and staff are lovely."

"If we need to change anything there is no problem, feel quite confident in this provider."

"Individual staff members are well trained and committed to doing their best, however organisational structures result in weaknesses in the overall support arrangements."

Self assessment

The provider was not asked 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

The support provided by staff at this service contributed to people experiencing active and fulfilling lives proportionate with their interests, choices and abilities.

People told us about the things that they were able to do because of the support they received. This included maintaining contact with the important people in their lives, continuing to live at home, going on holiday and being socially active. "Best thing that could have happened to my son, he is doing more that he would have been able to do if he was still at home" said one relative.

The reduction in support hours for some people, including reduced sleepovers, was one measure of how well they had achieved their goals. This was attributed to the risk enabling approach of staff who were very good at supporting people to become more confident and independent in areas of their lives.

People could be reassured that staff supporting them received training and supervision to help develop their practice. People valued support from consistent workers who knew them well. This helped to foster positive relationships with supported people and their families.

People indicated that generally they were satisfied with staff supporting them and the provider responded quickly where staff matching had been unsuccessful. "Service is excellent, same worker and my daughter has bonded really well with them, well matched".

The new support plans we looked at reflected people's interests and strengths as well as their needs and gave a sense of the individual. This provided a valuable insight for workers and in particular new staff and helped maintain continuity of support.

The provider was very good at creating opportunities for people to socialise with their peers. This helped to strengthen relationships with friends, widen people's social networks and address social isolation.

Staff with a supervisory responsibility also provided direct supports, this meant that they were accessible to people using the service, their relatives and staff. Informal and formal observations of staff practice helped supervisors to identify staff strengths and areas for development. During our visit we observed that people engaged very naturally with staff at all levels who demonstrated warmth and a genuine positive regard for the people they were supporting.

There were very good examples of innovative involvement opportunities and the provider proactively consulted, engaged with and sought feedback from people who use the service and their relatives.

Appropriate governance and accountability structures were in place to maintain quality and progress improvements at the service. This included robust systems for managing people's money and recruiting staff safely.

In conclusion we felt that people supported and staff continued to benefit from ongoing-going developments and improvements at this service.

What the service could do better

The roll out of a care management software system to standardise and improve quality management was still ongoing-going. We will look at the impact of this system at the next inspection.

The provider should continue with the completion of the information booklet "Things that are important to me" for people supported by the service. This will help improve people's experience should they require hospital treatment.

The provider could better evidence that where people decline to participate in six monthly review meetings, the support being provided has still been reviewed.

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
19 Dec 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
31 Jan 2017	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
31 Jan 2017	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
23 Mar 2016	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
28 Jan 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
3 Feb 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
31 Oct 2012	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
20 Dec 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
20 Jan 2011	Announced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.