

Key Community Supports - Falkirk Support Service

Falkirk Business Hub
45 East Vicar Street
Falkirk
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Telephone: 01324 614054

Type of inspection:
Unannounced

Completed on:
8 February 2019

Service provided by:
Key Housing Association Ltd

Service provider number:
SP2003000173

Service no:
CS2004079440

About the service

Key Community Supports - Falkirk is registered as a Housing 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 separately registered care at home 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

For this inspection, we received views from 18 people using the service.

Comments included the following:

"I have just moved into a shared flat and I am settling in with help from workers."

"We have nothing to use in comparison but at the moment we are happy with the service."

Self assessment

We are not requesting that services submit a self assessment during this inspection year.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Key Community Supports aim to provide individualised support to people with learning disabilities in a range of home and community settings. We saw that people are supported with activities of daily living and a wide variety of interests including work, keep fit, sport, education and social events, with a strong focus on optimising quality of life. This means that people can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors.

We observed staff in their roles and found that they were sensitive to people's needs and delivered appropriate care kindly, respectfully and with a good sense of humour. There were very good interactions between staff and the people they supported and it was clear they knew each other well.

The service recognises that keeping staff teams small and consistent supports staff to practice in an informed and confident way and creates the level of trust on behalf of people using the service which is necessary for good quality care provision. This meant that people experienced people speaking and listening to them in a way that is courteous and respectful with their care and support being the main focus of people's attention.

Key have established a network called The Advisory Group (TAG) involving people with learning disabilities throughout Scotland which enables people to discuss issues and express their views on things relating to their lives with Key and the support provided to them, some people using the service in Falkirk are involved with this group. Key have also held Your Life/Your support feedback/consultation events locally. This means that people were supported to communicate their views in a way that was right for them, at their own pace, by people who are sensitive to them and their needs.

Discussion around Adult Support and Protection (ASP) with staff showed good understanding, and we saw an incidence of good practice where graphics were used with a person using the service to explore an issue where abuse was a possibility. There was good evidence of liaison with a number of external professionals to support people's safety. People were therefore protected from harm, neglect, bullying and exploitation by people who have a clear understanding of their responsibilities.

The service is currently developing its care planning in order that it is more person led and outcome focused (and is rolling out training to the staff team via workshop) as promoted by the Health and Social Care Standards and this will ensure that people's care plan is right for them because it sets out how their needs will be met, as well as their wishes and choices. Care reviews of the care plan are part of this process with a move to an outcome focused format. They were not always seen to be held regularly within the six month timescales required by legislation. The service have developed a quality assurance system focusing on four key areas which better reflects the work that they do, why they do it and what could be improved. This will ensure that people are fully involved in assessing their emotional, psychological, social and physical needs at an early stage, regularly and when their needs change.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

People valued having a small team of staff supporting them who knew their needs, personal choices and preferences well. They knew who was providing their support on a day-to-day basis and had confidence that staff providing their care knew what was expected of them. Staff demonstrated commitment to ensuring people experienced care which was focused on their personal needs and what was important to them.

People felt their support was provided at a pace which was right for them and they experienced warmth, compassion and kindness from the staff supporting them. Staff generally work in isolation and the promotion of team work ensures people's care and support was consistent because people worked together well.

Staff receive good quality supervision which focuses on developing staff to achieve better outcomes for people using the service. It is centred around monitoring workload, problem solving, supporting workers to deal with complex situations and moral and ethical dilemmas. This helps foster staff resilience and safe and consistent standards of practice. This is especially important because we could see that staff were being expected to deliver more complex and challenging support in the community which involves more lone working in unfamiliar environments. Staff are registered with the SSSC and understand the code of conduct. SVQ assessment staggered across the staff team, and staff are encouraged to undergo both mandatory and more specialist training according to the needs of people they support. This means that people can have confidence in staff because they are trained, competent and skilled and able to reflect on their practice.

Staff talked about managers being approachable and available to talk to if they had any issues or concerns. Team meetings were held, but sporadically, with a focus on individual service users rather than practice and guidance. Both are central in promoting professional development, providing opportunities for staff to reflect on their practice, and in encouraging safe and consistent good practice standards, and this was discussed during inspection. This will ensure that people continue to experience high quality care and support based on relevant evidence, guidance and best practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

This quality theme was not assessed.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

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
7 Mar 2018	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>
7 Mar 2017	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>Not assessed</div>
10 Mar 2016	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>

Date	Type	Gradings
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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