

## Key Community Supports - Glasgow West Support Service

100 Kerr Street  
Bridgeton  
Glasgow  
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Telephone: 0141 550 6500

**Type of inspection:**

Unannounced

**Completed on:**

26 September 2018

**Service provided by:**

Key Housing Association Ltd

**Service provider number:**

SP2003000173

**Service no:**

CS2004079408

## About the service

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. Key Community Supports Glasgow West is part of a national organisation with its head office based in Glasgow. Prior to December 2015, the service was part of a combined service providing housing support and care at home, the service un-combined it's registration and is now registered to provide a care at home service for both children and adults living in their own homes.

The service currently provides a care at home service to 90 individuals with a disability living in their own homes and in the community. The service provides a variety of support hours from small packages to 24 hour support and support to people living in houses of multiple occupancy (HMO's).

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## What people told us

The people we spoke with told us that staff and management were approachable and that they felt comfortable to raise any issues with them. People felt safe and told us that staff were kind and understanding. Comments included:

"Always willing to help."

"So pleased to have my own space."

"Disappointed that some things are not acted on quickly e.g. bus pass."

"Staff always chat with me which I enjoy."

"I know the staff that support me and this is important to me."

"We have no concerns or issues."

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the service's improvement plan and quality assurance documentation. These demonstrated the service's priorities for development and how they monitored the quality of provision within the service.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of staffing</b>	5 - Very Good
<b>Quality of management and leadership</b>	not assessed

## What the service does well

People should expect their service to provide them with the opportunity to maintain and develop interests and participate in activities that matter to them. People told us that they were encouraged to make informed choices about how they lived their life.

Service users said that staff listened and worked with each person to hear what was important to them to make sure that the person's viewpoints were shaping the development of their own services. This included what changes and goals they wanted to make in their lives including timing for support.

People experiencing care should be treated respectfully by staff who they know. We observed staff working with people in warm, compassionate and respectful ways informed by their in-depth knowledge. They provided choices to people on how their support may be delivered. Care plans contained clear information. Staff could readily describe many outcomes achieved by helping people to feel safe and secure and having developed self believe to access other agencies and form new relationships. Service users and families should be involved in assessing emotional, psychological, social and physical needs regularly and when needs change. This was reflected in the positive comments from people using the service about the communication with the staff team.

Staff felt valued, trained and respected to provide quality support. The staff team readily gave examples of how the training opportunities influenced their working practice and consolidated the strong relationships we observed due to the regular access to a range of topics available. This specialist knowledge consistently informed the way in which the service is organised and delivered. People using this service told us they were very comfortable giving feedback and raising any concerns, as they knew they would be acted on.

Service users were encouraged to be fully involved in this inspection; this demonstrated an open culture where service users were confident to raise any issue of concern with staff. The staff team commented that they were very good to adapt and solve problems and therefore able to provide strong leadership through experiences.

## What the service could do better

The service plans to maintain and build on the good practice in involving people in improving support. To capture people's outcomes achieved the staff team know that they will need to continue to be flexible about the ways they involve people and look at innovative ways they can encourage people to be as active in the development of their robust service plan. This is to ensure care and support is consistent with the Health and Social Care Standards which state "I use a service and organisation that are well led and managed". (HSCS 4.23)

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
30 Aug 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
16 Sep 2016	Announced (short notice)	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
16 Jun 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
25 Jun 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
5 Jul 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
10 May 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
1 Jun 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
16 Jun 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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