

Key Community Supports - Glasgow South Support Service

Glasgow

Type of inspection:

Unannounced

Completed on:

21 December 2018

Service provided by:

Key Housing Association Ltd

Service provider number:

SP2003000173

Service no:

CS2004079429

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 South is registered with the Care Inspectorate to provide a Care at Home service to adults with a disability living in their own homes and within the community. The service is managed by a national organisation, Key Housing Association Ltd, a registered charity, based in Glasgow. At the time of the inspection, the service was providing support to 98 service users living at home within the south of Glasgow.

Most of the people being supported by the service had a learning disability, and a small number of people had alcohol related brain damage or an acquired brain injury. The amount of support people received could vary from a few hours per week up to 24 hours a day for an individual service user. The overall aim of the service was 'to support individuals in the community and to maximise the opportunities for normal living within the local community.'

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:

"have no complaints at all as the staff are nice."

"it's first class-excellent."

"The staff are very good, they don't patronise us, they treat us with respect."

"I wouldn't come here if I did not like it."

"it's very pleasant here."

"happy with the care, workers are excellent. The service is flexible enough to change for my relative's needs and activities."

"The staff are great."

"I do have goals and we do look at them."

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:

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 were supported with staff being responsive to needs with a caring and professional approach. Service users said that staff listened and worked hard to hear what was important to them to make sure that the persons' viewpoints were shaping the development of their own services. Service users were involved in assessing their needs regularly and when needs change. We observed staff working with people in warm and compassionate ways informed by their in-depth knowledge. They provided choices to people on how their support may be delivered.

Care plans contained clear information on rights and responsibilities and what was acceptable and what wasn't. Risk taking was recognised as part of every-day life and staff could readily describe many outcomes achieved by helping people to feel safe and secure. People told us that they were encouraged to make informed choices about how they lived their life. People had the option to take part in different activities which were designed to engage and develop the whole person. These enabled individuals to work on better coping mechanisms. People told us that attending these activities made them feel more positive about themselves. By focusing on life skills and wellbeing, the care plans guided staff in a holistic way.

The staff team readily gave examples of how the training opportunities influenced their working practice and consolidated the strong relationships we observed. This specialist knowledge consistently informed the way in which the service is organised and delivered.

Quality audits enabled the management team to be confident that strategies used build on individual's confidences and skills by spending time working with each person by doing things that keep a focus on opportunities that are meaningful. People who experience care should expect that the service is managed and led well and that there are systems in place to regularly check the quality of the service and improve it.

We found that the leadership at the service was very effective, and the managers were visible role models and passionate about their role. 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 managers. The staff team commented that the management team were good at solving problems and therefore able to provide strong leadership through example.

What the service could do better

The service manager and staff had spoken of their commitment to maintain the high standards they had already achieved and to continually reflect on their practice to identify any areas for development and improvement. Consideration should be given to evidence, more explicitly, the involvement of all service users in the care planning process by using person centred tools effectively, with staff team members continuing to document care plans in formats which make sense to the service user by incorporating various formats. It is important that people experiencing care are fully involved in developing their personal plans, which identify their personal goals and needs. This ensures care and support is consistent with the Health and Social Care Standards which state that the service and organisation are well led and managed.

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
23 Mar 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
13 Sep 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
17 Sep 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
30 Jun 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
21 Jun 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
13 Jun 2012	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 5 - Very good 5 - Very good
16 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 5 - Very good
18 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 5 - Very good

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