

Key Community Supports - Stirling/ Clackmannan Support Service

Falkirk Business Hub
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Telephone: 0141 332 6672

Type of inspection:

Unannounced

Completed on:

25 January 2019

Service provided by:

Key Housing Association Ltd

Service provider number:

SP2003000173

Service no:

CS2007163994

About the service

Key Community Supports is registered as a Housing Support and Care at Home service and provides support to people with a learning disability who live in the Stirling and Clackmannanshire area. The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

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 26 of the 85 people using the service, and four relatives.

Comments included the following:

"I have completed this form for my daughter and want to say how pleased I am with the care she gets in Key Housing. She never complains and is very happy with the service and is so pleased to be in such a lovely flat with all that she needs and lovely people looking after her."

"The service are constantly changing rotas at the last minute...not knowing who I have supporting me in advance...tell me who I have supporting me then change things last minute. To me there is too many changes to who is supporting me all the time, it isn't always set or stable."

"The staff that support my sister are exemplary. They show her respect and treat her as an individual. As my sister is in sheltered housing there are other staff who observe the key staff work with my sister when no-one is aware of it. They always report how good they are with her. Without doubt the best people around."

"X has an excellent relationship with the staff at Key where he has a very good quality of life. It is very satisfying and reassuring that X is being supported and cared for by the staff here... there is a genuine warmth to the care. I look forward to him continuing his fitness and wellbeing regime and to enjoy some travel with support. This is an outstanding facility. Very professional."

"Keycare is very good with X and adapts her hours around any appointments she has etc."

"The service has gone through a period of management changes and this has put a strain on their usual competent service."

"Although carers are with my son for a good spell every day, they often simply sit and watch television. I would be happier if they tried to encourage my son to be more active, e.g simply go out for a walk."

"I don't think I get asked enough about how to improve the service."

"The care staff are on the whole very good however office/administration/management are the worst ever had to deal with - very unhappy with them and have had numerous meetings with management and senior management to no avail. If it wasn't for the actual support workers themselves I would request a change."

"Some staff treat people with respect, some don't."

Self assessment

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

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	4 - 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 hydrotherapy, work, keep fit, sport, education and social events. 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. People we spoke with told us overall there was consistency with the carers supporting them. This meant that people experienced warmth, kindness and compassion in how they are supported and cared for.

Support is delivered in individual flats (although some people have flatmates). There are shared gardens which mean people can socialise together outside in summer, which they enjoy. A person using the service would like a common room to be established at the complex in Sauchie, if this was possible. This could be of benefit to people, particularly as traditional services for people with learning disabilities are changing, and staff discussed the challenges they can face finding meaningful activity and employment for people (paid or unpaid). This could give people an opportunity to be with their peers, including other people who use their service, unless this is unsafe and they have been involved in reaching this decision.

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 Stirling 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.

We discussed with the managers during feedback how people's care plans should be developed further to ensure they include sufficient information about people's specific needs and how they should be supported.

We felt there needed to be a more meaningful focus on outcomes (as defined by the person using the service), promotion of independence (in order to further develop and maintain skills people already have and ensure they are not lost) or personalisation of the care plans that would lead staff to ensure support was carried out in a person led way. The service has started working with a new template which is moving in this direction and this will help to ensure they are person led and outcome focused, 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 were very brief and lacked an outcomes and quality evaluation focus. They were not always seen to be held regularly within the six month timescales required by legislation. There is significant skill involved in being able to work flexibly around a framework of outcomes, enabling people to determine their goals and progress whilst ensuring that core areas are covered. The service need to develop an overarching quality assurance system 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. People supported, their families and staff talked about having built up trusting relationships which worked well for them. Communication was usually ad hoc but generally good and this meant any changes to support or any concerns they had were responded to promptly. This meant that people were supported and cared for by people they know so that they experienced consistency and continuity.

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 importance of promoting team work was discussed with management at feedback in order to ensure people's care and support was consistent because people worked together well.

At the last inspection it was found that not all staff had completed training in adult support and protection. Since then training has taken place and refresher training will be ongoing via e-learning. Staff were aware of their responsibilities if they were concerned that a person may be at risk of harm or experience harm.

Staff had been made aware of their responsibilities in registering with the Scottish Social Services Council (SSSC). Staff should ensure they are registered with the SSSC timeously and also ensure they are registered on the appropriate part of the register. We discussed during inspection the importance of ensuring a record is kept of dates of staff registration and renewal dates, as well as any qualifications required as a condition of their registration. This will help to check that staff achieve and maintain the required registration and qualifications timeously.

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. We discussed with the manager the important role of regular supervision and staff team meetings. 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. 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: 4 - 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
25 Oct 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
25 Aug 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
14 Jul 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
18 Sep 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
17 Jul 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
7 Jun 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
2 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
30 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 3 - Adequate 4 - Good

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