

Key Community Supports - Dumfries & Galloway Support Service

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Dumfries
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Telephone: 01387 251905

Type of inspection:

Unannounced

Completed on:

21 January 2019

Service provided by:

Key Housing Association Ltd

Service provider number:

SP2003000173

Service no:

CS2004079348

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 Supports - Dumfries & Galloway is registered to provide care at home to children, young people and adults with a disability living in their own homes and in the community.

The service is provided by Key Housing Association Ltd.

At the time of the inspection, 259 people were being supported by the service. Support ranged from a few hours per week to 24 hours per day for people living within Dumfries and Galloway.

The Nithsdale service operates throughout Dumfries and outlying areas. The service supports a number of groups in Dumfries and Castle Douglas; these include the Happy Mondays, a Sports Group, Games Console Club and Table Tennis. The Upper Nithsdale service operates from two bases, one in Sanquhar and the other in Kirkconnel.

The Annandale and Eskdale service also operates in outlying areas such as Gretna and Langholm. A short break facility is available within Annan where people can be supported to have a short break. An outreach team is linked to the short breaks team; this part of the service supports a number of people with complex needs. There are a number of formal and informal groups that take place in Annan. These include a Tea Time Club and a Friday Night Group.

The Stranraer service supports people across Stranraer and outlying areas in Wigtownshire. There is a strong service user forum and TAG presence in this area. People supported can attend a number of initiatives such as the Friday Lunch Club and Cooking Group. A short breaks facility is available within Stranraer where people can be supported to have a short break.

TAG - The Advisory Group is registered as a charity in its own right and has a service level agreement with Key. The local TAG group members are supported by the service and meet every six weeks. A chair and vice chair are elected to represent Dumfries and Galloway on the National TAG.

What people told us

Prior to the inspection, we issued care standards questionnaires. Thirty were completed and returned by relatives or people supported. The returned questionnaires told us that, all people agreed or strongly agreed that overall, they were happy with the quality of care and support provided.

During the inspection, we visited people within their own homes in Annan, Dumfries and Upper Nithsdale. We attended groups in Annan and Dumfries, and we visited the Stepping Stones flat in Dumfries and the short break service in Annan.

We spoke with 24 people who received care and support and seven family members; most people provided positive feedback about the service and the staff team. Some people felt that communication and the sharing of

information with families could be improved within parts of the service. Concerns which were raised about the quality of care and support provided were discussed with the registered manager at the time of the inspection.

People told us:

"Key are absolutely excellent in all aspects. They have provided top quality support and communication and as a result enhanced our lives immensely".

"My brother enjoys his time at short breaks, the staff are excellent".

"My family member has an excellent care coordinator, who along with the team members provide very good support".

"A very good company with very friendly caring staff".

"If we feel we need to change anything it is very easy to speak to a staff member".

"Excellent service provided to my wife".

"I am supported to take part in all the activities I want to".

"Very good service, always on hand to provide support".

"The support (name) has is very good and he enjoys the time he spends with support staff".

"It's a good service, I've been supported by them for a number of years, the workers are very nice and caring".

"Our son has been having respite for a while and we are very pleased with the care and attention from the staff and the homely atmosphere".

"Short breaks team are amazing, I would very happily recommend this service to anyone".

"The carers are friendly and have my best interest at heart, some days I don't want them but I understand they only want to help me to be safe".

"My son finds it very unsettling that the staff are continually changing shifts and have not got a dedicated team who will be supporting him each day".

"I sometimes wish management were as good as the support team, my brother has a truly wonderful team who I trust more than management, but they still provide a really good service".

"Haven't got 100% trust in the management of the service".

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

Key Community Supports - Dumfries and Galloway provides a service which covers a large geographical area. Overall, the service continues to provide a good service but we found improvements were required within specific areas.

People received person-centred support which enabled them to lead a fulfilling life, make choices and set goals they wished to achieve. We spent time with people and they told us about their day-to-day routines and activities which they choose to take part in.

Some people were unable to tell us about their care and support, through observing their interactions with staff, feedback from social work and looking at information within support plans, reviews and pictures, we recognised the positive outcomes people had been supported to achieve. These included increased independence, confidence and quality of life. We felt these outcomes were made possible by a consistent staff team working well together.

People were supported to develop new skills as well as maintaining their existing ones. This was demonstrated during our visit to the Stepping Stones training flat where we met two people jointly preparing their evening meal after shopping locally for the ingredients.

We found the service to be flexible; support days and times could be adapted in response to people's changing needs or requests.

The staff team worked alongside other health and social care services to monitor and support people to maintain good physical and mental health.

People told us they felt comfortable speaking with staff and they found them to be caring and friendly. We witnessed staff respectfully and kindly responding to people's needs and requests.

Staff meetings gave staff the opportunity to discuss the ongoing needs of the people they supported and provided an opportunity to discuss developments and improvements within the service. Systems were in place to cascade information throughout the service to all staff.

Support was provided to staff to complete a Scottish Vocational Qualification (SVQ) relevant to their position within the service. Team leaders also attended a management training course; this meant staff were achieving their conditions of registration set by the Scottish Social Services Council (SSSC).

The service provider had quality assurance systems in place, staff audited and monitored the service provided, identifying areas that required further development which evidenced a culture of continuous improvement within the service.

People were supported to give regular feedback on their experience of care and support received by the service, the service used learning from this to improve.

Each of the areas within the service had locality development plans in place, including their main focus areas for 2018/19. We suggested that these could be improved further to be more specific and measurable to assist in evaluating how the service is performing.

What the service could do better

In order to protect people from harm, the staff team should have a clear understanding of their responsibilities in relation to adult protection and have a good knowledge of the services and the local authority's adult support and protection guidelines, reporting of information and referral processes.

We identified that we had not been made aware of some issues that had occurred within the service that must be reported to the Care Inspectorate. This is important because it helps us understand the quality assurance and governance systems that are in place and that issues are being addressed.

Improvements should be made to internal communication, recording, reporting and escalation of incident so issues can be tracked and notified correctly to external agencies, including the Care Inspectorate (see recommendation 1).

Speaking with staff and looking at supervision notes confirmed that supervision frequency and quality was not consistent and varied across the service.

All staff should receive supervision to support them within their role, to reflect on practice, identify learning and development needs and support staff motivation, commitment and resilience.

Staff completed induction training when they commenced with the service and a training needs analysis was carried out for specialised training needs. However, we found a lack of training updates for existing staff members in areas such as medication administration and adult support and protection. Training updates should be completed to further enhance staff skills and reinforce best practice (see recommendation 2).

Where 'as required' medication has been prescribed the service manager should ensure the protocols in place contain sufficient information to ensure safe administration of medication.

The service manager should ensure that if staff are supporting people to take 'home remedies' to treat minor ailments they must adhere to the services guidance on this.

People supported and their relative or representative, if appropriate, should be involved in developing and reviewing their support. This should be reviewed at least once in every six months whilst in receipt of the service and a copy of review minutes should be within people's support plans and available to people supported and their relative or representative, if appropriate.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service provider should review the recording and reporting of information within the service and to external services, including notifying the Care Inspectorate of all significant events as per Care Inspectorate Notification Guidance.

This is to ensure care and support is consistent with the Health and Social Care Standards which states:

"I use a service and organisation that are well led and managed" (HSCS 4.23).

"I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected" (HSCS 4.18).

2. The service provider should ensure that staff members receive training updates based on the needs of people supported.

This is to ensure care and support is consistent with the Health and Social Care Standards which states:

"I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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.

Inspection and grading history

Date	Type	Gradings
5 Feb 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
17 Jan 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
22 Dec 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
28 Nov 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
2 Dec 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
23 Nov 2012	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	6 - Excellent
28 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
14 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 5 - Very good

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