

Key Community Supports - Glasgow East Support Service

100 Kerr Street
Bridgeton
Glasgow
G40 2QP

Telephone: 0141 550 7170

Type of inspection:

Unannounced

Completed on:

8 February 2019

Service provided by:

Key Housing Association Ltd

Service provider number:

SP2003000173

Service no:

CS2014325032

About the service

This service registered with the Care Inspectorate on 1 April 2011. Key Community Supports - Glasgow East is registered with the Care Inspectorate to provide a Care at Home service to adults with a disability, living in their own homes within the community. The service has recently moved to a new facility within the east end of the city. At the time of the inspection the service was providing support to 89 individuals living at home within the East 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 service supports people who receive funding through Self Directed Support and has developed creative and flexible ways to help people achieve their outcomes within this framework.

What people told us

Views of people who used the service were very positive and gave examples of how they were supported by the service in meeting their outcomes in a person centred way. Comments included:

"staff are very good at involving us in decisions."

"Goal is to attend a Music Concert and a Comedy Show the staff are busy arranging tickets for me."

"The staff are good at understanding what my relative wishes to do by their facial and body language, if they achieve something new, they record it in the Care Plan with loads of praise too."

"I am aware of the care plan and why reviews are important."

"I know the rotas for staff in advance."

Self assessment

We saw clear evidence of information previously used for self-assessments from the provider had been incorporated into the service plan 2018/19. We were satisfied with the way the provider had completed this and with the relevant information included, there were clear examples of positive outcomes achieved. The provider identified what it thought the service did well, areas for development and changes that it had planned.

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

What the service does well

As in previous inspections, the care staff continue to offer very good support to service users and remain open to change. We saw that where people's independence, choice, or control was restricted the service had appropriate arrangements in place to ensure that people were kept safe, and involved, also that any restrictions were kept to a minimum. Staff were aware of the processes for the administration of covert medication should it be required.

How people spend their day is important to maintain not only their physical health but their mental health as well. We saw that people got the most out of life and could be involved in various activities of their choosing. Examples of these included; tennis, cookery groups, and cyber groups. People who used the service benefited from dynamic support planning which consistently informed all aspects of their care and support. We saw that the support plans were live documents and ever changing when people's needs changed. Support plans were regularly reviewed and updated involving any relevant external professionals. This ensured that a risk reduction process was also used in a supportive meaningful way.

We saw that people were treated with compassion, dignity and respect. Their involvement in "The Advisory Group" (TAG) showed that their worries and concerns were supported and taken forward. This meant that people were listened to. An example of this was someone raising the issue of inaccessible taxis in Glasgow. The impact of this was to develop a campaign highlighting the barriers that people face on a day-to-day basis.

People should be confident in the staff supporting them because they are trained, competent and skilled, and are able to reflect on their practice and follow their professional and organisational codes. Staff told us that they felt supported by the management team and the organisation and were confident that they had essential skills backed up with on-going training. Staff had regular supervision which had a positive impact on how they put their learning into practice. Examples of these included training sessions in dementia. This showed that the service was proactive in meeting the changing needs of people who used the service.

Staff were appropriately registered with their professional bodies, for example the Scottish Social Services Council, this ensured the safety of people who used the service. We discussed the new health and social care standards with staff that supported the inspection process and concluded that they demonstrated the principals of the standards in their day-to-day practice. This ensured that people who used the service could achieve positive outcomes. The service provided a robust induction process which was developed to meet the needs of people using the service; this included underpinning knowledge to support the particular health needs of individuals.

We found that there were the right number of staff with the right skills working at all times to meet the needs of people using the service.

What the service could do better

The service should continue to gather all information from audits and actions from meetings and quality assurance audits and use their skills with person centred tools to involve everybody in a meaningful way to influence the service development plan. (See recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should continue to gather all information from audits and actions from meetings and quality assurance audits and use their skills with person centred tools to involve everybody in a meaningful way to influence the service development plan.

This ensures care and support is consistent with the Health and Social Care Standards which state "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

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

Recommendation 1

The provider should continue to document care plans in formats which make sense to the service user by incorporating person centre tools following staff training where appropriate.

National Care Standards, Care at home, 1 Informing and deciding, 11 Expressing your Views (care).

This recommendation was made on 20 December 2018.

Action taken on previous recommendation

From sampling care plans and interviewing staff and people using this service, we could see clearly how some care plans had clear involvement in decision making.

Inspection and grading history

Date	Type	Gradings								
16 Mar 2018	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	Not assessed									
Management and leadership	5 - Very good									
25 Jan 2017	Unannounced	<table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	Not assessed	Management and leadership	5 - Very good
Care and support	6 - Excellent									
Environment	Not assessed									
Staffing	Not assessed									
Management and leadership	5 - Very good									
8 Feb 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
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Management and leadership	5 - Very good									

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