

# Key Community Supports - Argyll and West Dumbarton Support Service

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**Type of inspection:**

Unannounced

**Completed on:**

30 August 2019

**Service provided by:**

Key Housing Association Ltd

**Service provider number:**

SP2003000173

**Service no:**

CS2004079437

## 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](http://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 Argyll and West Dunbarton designs and delivers individual and shared supported living arrangements for people who have a wide range of disabilities and additional support needs. These include learning and physical disabilities, mobility and sensory impairments, long-term conditions, mental ill-health, young people in transition, behaviour which challenges and autism.

The service supports people living in Argyll and West Dunbartonshire. At the time of this inspection 175 people were being supported across the Dunoon, Helensburgh, Dalmuir, Faifley and Alexandria services.

The aims of the service include the provision of person centred support to people which maximises their independence and expands their experiences and relationships. And individualised support which is flexible, personalised and tailored to outcomes, needs and wishes.

## What people told us

During this inspection we asked people what they thought of the service they received. We did this by visiting people at home, speaking with them or their relatives on the phone and by sending questionnaires for the provider to distribute. We received 28 completed questionnaires. We met people in the Dalmuir, Faifley and Dunoon services.

The things people told us included:

"Usual carers are kept to a small team so that our relative and we get to know them really well and are confident that he is safe and secure with them."

"You have no idea the gift that has been given by this service."

"They are caring, committed and essential."

"He is doing things and going places he would not have done without this service."

"A professional and very approachable management team. Care and support workers are experienced and flexible to relatives needs."

"Carers names not always on rota's, I am left to phone Key back to check on blank days."

## Self assessment

We did not ask the provider to submit a self assessment in advance of this inspection.

## 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 got the most out of life because staff supported them to experience the things that were relevant, meaningful and important to them. "The service is first class, (supported person) is getting out and about and going to clubs" and "It has really been quite life changing" were comments made by relatives.

Staff were good at promoting choice and helping people to communicate their wishes. "This service has opened up (supported person's) world and encouraged him to partake in other activities" said one relative.

Review meetings were an important opportunity for people and their relatives to evaluate what was working well, plan new goals and adjust the support being provided as necessary. One person said their weight loss was attributed to the support they had received to plan healthier meal options and we heard how another person had been supported to sell their artwork locally.

Staff were committed to promoting inclusion and supported people to make good use of local resources and connect to their community and peer group. Staff worked in a risk enabling way to support some people to benefit from volunteering and work opportunities that helped expose them to a wider support network and improve their confidence.

People liked the familiarity of workers who they know well and compatibility was taken into account when deploying staff. Staff consistency helped trusting working relationships to develop. We observed that people engaged naturally with staff supporting them. Offices we visited were inviting and people appeared at ease in the company of office staff and managers.

People's particular needs were taken into consideration when health appointments were being planned. This helped to improve the way people experienced health services and helped address health inequalities. People were encouraged to keep fit in ways relative to their abilities such as walking, swimming and attending the gym.

Services were well led by competent and organised managers and staff. The roll out of an electronic management system in each service was ongoing. In the interim, services used management systems that worked well for them. This ensured that things such as reviews of support, staff rotas and staff supervision were all well planned.

There were good opportunities for new and existing staff to develop their skill and knowledge and staff valued the chance to meet with their line managers and peers. Dedicated trainers were able to tailor training to the particular needs of people being supported. And staff supervision and team meetings provided opportunities for staff to identify any additional training needs and reflect on their practice.

## What the service could do better

We noticed that the provider assessed and managed risks well . However, where potential risks were already mitigated by the support being provided, we felt that the completion of additional risk assessment documentation was not always necessary. We discussed this with the registered manager at feedback.

Whilst managers continued to make improvements within their own services some had not developed a local improvement plan to help plan and prioritise future developments.

## 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).

## 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
14 Dec 2018	Unannounced	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed
19 Dec 2017	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 4 - Good
31 Jan 2017	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate Not assessed 4 - Good 3 - Adequate
31 Jan 2017	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate Not assessed 4 - Good 3 - Adequate
23 Mar 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 4 - Good
28 Jan 2015	Unannounced	Care and support Environment Staffing
		6 - Excellent Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
3 Feb 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
31 Oct 2012	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Dec 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
20 Jan 2011	Announced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good

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