Keane Premier Support Services
Housing Support Service

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Fullarton Court
15 Drumhead Place
Cambuslang
Glasgow
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Telephone: 0141 647 2022

Type of inspection:
Unannounced

Completed on:
16 September 2019

Service provided by:
Keane Premier Support Services Ltd

Service provider number:
SP2013012187

Service no:
CS2013319859
About the service

Keane Premier Support Service was registered with the Care Inspectorate in August 2015. It is a combined housing support and care at home service and is provided to adults and older people with physical disabilities and/or learning disabilities and/or mental health problems living in their own home.

What people told us

We received a total of 20 questionnaires as part of our inspection of the service. These were completed by people who use the service and/or their relatives. On reviewing these questionnaires we found that 100% of responders completing the questionnaire were overall happy with the quality of the service provided.

People who chose to leave comments included:

“Staff go above and beyond”

“Staff are helpful and friendly”

“If I want changes it is dealt with immediately”

“There is good communication with family”

“Staff are caring and helpful.”

As part of the inspection we carried out a further 10 visits to people being supported by the service. The comments made about the quality of care and the staff providing care were very positive. This went some way to assure us that the service was providing a very good quality of care and support.

Self assessment

The Care Inspectorate did not request the service submit a self-assessment as part of this year’s inspection process.

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**: 4 - Good
What the service does well

A person’s needs, as agreed in their personal plan, are fully met, and their wishes and choices are respected. Personal plans we sampled during our inspection had been recently updated and provided personalised information about how people should be supported including their wishes and choices. We could see that care plans were reviewed as a minimum on a six-monthly basis in line with legislation. Risk was managed properly and we could see the service updated risk assessments regularly to ensure people were kept safe when being supported.

People should be supported and cared for by people they know so that they experience consistency and continuity. When visiting people at home, as part of the inspection, people told us that staff were caring, professional in their approach, were consistent and provided a very good quality of care. This was also reflected in the 20 questionnaires we received prior to the inspection where 100% of those who responded strongly agreed or agreed the service provided a good quality of care. We heard examples, when speaking to people at home visits, of the service providing care in a flexible way to ensure people’s needs were met during specific times of the day.

Any treatment or intervention that people experience is safe and effective. We found that medication supports were managed well although we did see that recordings were sometimes duplicated. It is important that recordings made by staff are done consistently and on a single document. In this case where medication was prompted or assisted - considered informal in nature - this support should be recorded in one place. In examples we saw staff recorded this both on a medicine administration record sheet and in daily notes. On occasion this was recorded on one or the other. The service should ensure this support is recorded consistently by all staff as a single entry on appropriate documentation. It is expected, however, that when services provide full formal medication administration support this would be consistently recorded on medicine administration record (MAR) sheets as was seen during our home visits.

People should be supported by an organisation and service that are well led and managed. Staff we spoke to told us that the management team were approachable, supportive and available. If staff needed assistance there was always someone on hand to advise them. Staff also assured us they had received supervision meetings with their seniors and that team meetings took place regularly.

People should have confidence in staff because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. The service had, since the last inspection, employed a training manager to ensure there is a balance between online and face to face training for all staff. This role also included the induction of new staff which ensured this process was robust and staff would only lone-work when deemed competent to do so.

What the service could do better

We noted that the service had a wide-range of policies, however, we discussed the need for some further considerations in relation to recent events within the service. We asked the registered manager to increase the portfolio of policies to match specifically the current profile of people the service supported.

We noted that the service had an audit system in place that had been developed since the previous inspection. However, this system did not cover all aspects of the service provided effectively. We asked that the service review this process and develop a system that ensures effective monitoring of all key aspects of the service. (See recommendation 1)
It was apparent that although care documentation we sampled was accurate and personalised, in some cases there could have been better summaries and more detail. One page profiles should, and did include information about a person’s likes, dislikes and preferences. However, they should also include brief summaries of all key aspects of care so that those reading them know instantly of any risks or areas of concerns that will be more detailed in the body of the plan. It’s also important that sufficient, up-to-date information is recorded within the plan and that service review meeting notes accurately and fully reflect conversations had at these meetings. (See recommendation 2)

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 2

1. The service should ensure that all audits and quality assurance processes are comprehensively completed. These processes should include, but not be limited to: practice observations; care plan quality and accuracy; medication administration recordings and daily recordings.

   This is to ensure 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).

2. The service should ensure that care plan and review documentation is consistently detailed and one page profiles include a summary of all key information about a person’s care.

   This is to ensure care and support is consistent with the Health and Social Care Standards which state “My personal plan (sometimes referred to as a care plan) is right for me because it sets outs out how my needs will be met, as well as my wishes and choices” (HSCS 1.15).

**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

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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| 12 Oct 2018 | Unannounced| Care and support 5 - Very good  
|             |            | Environment  
|             |            | Staffing Not assessed  
|             |            | Management and leadership 4 - Good |
| 10 Oct 2017 | Unannounced| Care and support 5 - Very good  
|             |            | Environment Not assessed  
|             |            | Staffing 5 - Very good  
|             |            | Management and leadership Not assessed |
| 18 Aug 2016 | Unannounced| Care and support 4 - Good  
|             |            | Environment Not assessed  
|             |            | Staffing Not assessed  
|             |            | Management and leadership 4 - Good |
| 2 Sep 2015  | Unannounced| Care and support 4 - Good  
|             |            | Environment Not assessed  
<p>|             |            | Staffing 5 - Very good |</p>
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<td>Management and leadership</td>
<td>4 - Good</td>
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