

Key Community Supports - Highland (Inverness and Nairn) Support Service

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Type of inspection:

Unannounced

Completed on:

2 September 2019

Service provided by:

Key Housing Association Ltd

Service provider number:

SP2003000173

Service no:

CS2004079340

About the service

Key Community Supports - Highland (Inverness and Nairn) provides practical and personal support, advice and guidance to help people live with dignity in their own homes. The service is primarily for people with a learning disability or mental health problems. The service is provided from three main housing complexes, two of which are based in Inverness and one in Nairn. The service is also offered to people in the wider communities in Inverness and Nairn. The service also offers a respite and short breaks service from the site at Nairn.

This service registered with the Care Inspectorate on 1 April 2011.

The service aims to work alongside service users and their family to help them to live life to the full.

What people told us

The people we spoke with were very happy with the service they received. They told us that they had good relationships with staff and that staff listened to them. They felt staff knew their support needs well and the support they received reflected this. They found staff to be respectful and felt confident that if they raised any concerns the team manager would sort these out.

Some of the people we spoke with told us they did not like it when staff they had not met supported them. We have made further reference to this in the section "areas of improvement" of the report.

Self assessment

The service have not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

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

We have evaluated the service as "very good" for care and support and "good" for leadership and management.

Many people had built trusting relationship with staff. People told us they liked this as it made them feel safe and they could discuss any concerns they had with staff. Our observations confirmed that people were relaxed with staff and there were friendly and warm relationships.

Staff were strong advocates for people as they wanted the people they supported to get the most out of life and be as independent as possible. We saw some good examples where people had been supported to gain employment, go on holidays of their choice, link into community events and learn new skills. This had resulted in people feeling more confident, happy and being part of the wider community.

When we spoke with staff it was apparent they believed in people's potential and actively explored ways to promote this. Staff had gone above and beyond supporting one person to get a dog and all the necessary checks related to this. This had made a huge difference to the person's confidence, physical health and had given them a sense of purpose. Some of the comments from the individuals we spoke with included:

"Staff listen to us and if we don't want to do something we don't do it".

"I would give the staff a star".

"If it were not for the staff I would fall apart, they help me to manage my tenancy and I feel less worried as they support me in the community".

"This is a happy, lovely place, the staff help me get away weekends".

"I love it here and it will be my home forever".

"This is the best place to be because you get your own flat. Staff help you, it's a partnership".

Staff were trained appropriately to carry out their job roles. There was a training plan which identified what training was needed and had been carried out. Training had been given to staff specifically relating to the person they supported. This meant people were supported in the right way by a competent, professional and trained staff group.

It was evident from the records we looked at and the people we spoke with that the provider worked in partnership with health services. Examples of this were regular communication with the local doctors, psychologists and nurses. This meant people's health needs were met, promoted and responded to appropriately. Some of the comments from the individuals we spoke with included:

"They staff are good at reminding me to get all my health checks, this keeps me healthy".

"Staff are knowledgeable and follow the advice I give them on how best to support individuals with their behaviours" .

A new support planning system had been introduced which focused on how the person wanted to be supported and what was being done to promote their independence and confidence. People had been fully involved in the development of their support plan and we saw evidence that staff respected people's wishes and choices.

The service was well led and managed. Staff were committed to providing a high quality service. It was apparent a human rights, value based approach was central to the provider in the way they supported people. The provider had processes in place to make sure staff were following relevant guidance and best practice when supporting people. There were a number of quality assurance processes in place, the focus being on providing person centred care and having a well trained and competent workforce. People felt they were listened to and if they had any complaints these would be resolved.

What the service could do better

The provider had identified that there was still some inconsistencies in the quality of individuals' support plans and the review process. We saw some good examples of person centred support plans and reviews. We

suggested to the provider that they use these to benchmark good practice. The provider was committed to doing this and we will consider progress made at the next inspection.

For a number of people a formal review was not the best approach to get their full involvement in their reviews. We discussed different ways of doing this so that people felt more comfortable expressing their views freely and confidently. We will consider progress made in this area at the next inspection.

An area of improvement identified in the provider's improvement plan was that all staff should have regular supervision and an appraisal. We agreed with this as it will further ensure a competent and professional workforce. We will consider the progress made at the next inspection.

We highlighted to the provider the importance of discussing with people new to the service "how they wanted to be supported and what areas they needed help with". This should then be written in their support plan. This will help staff know how best to support someone who is new to the service whilst respecting their wishes and choices.

Some people told us that due to staff shortages they had been supported by agency staff. They did not like this especially if they had not met or been introduced to the staff member. The provider reassured us that they would expect people to be introduced to new staff whenever possible. They will discuss the best way to do this with the people who raised their concerns with us.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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
11 Oct 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
23 Oct 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
30 Jan 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
24 Mar 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
7 Nov 2014	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
27 Sep 2013	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent

Date	Type	Gradings	
		Management and leadership	6 - Excellent
23 Oct 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 Mar 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
15 Oct 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
3 Sep 2009	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good

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