

Key Community Supports - Glasgow West Support Service

100 Kerr Street
Bridgeton
Glasgow
G40 2QP

Telephone: 0141 550 6500

Type of inspection:

Unannounced

Completed on:

11 October 2019

Service provided by:

Key Housing Association Ltd

Service provider number:

SP2003000173

Service no:

CS2004079408

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found 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 - Glasgow West is part of Key Housing Association Ltd, a national organisation with its head office based in Glasgow. The service is registered to provide a care at home service for both children and adults living in their own homes.

The service currently provides a care at home service to 90 people with a disability living in their own homes and in the community. The service provides a variety of support hours from small packages to 24 hour support and support to people living in houses of multiple occupancy (HMOs).

The service's aims and objectives within its locality mission statement state:

"We believe in the uniqueness of each individual and that anyone who requires support should be at the centre of planning and deciding how to use their support, whether this is in their own home, at school, college or in their community.

"We make a commitment to providing responsive supports, to young people and adults who have a disability, that help people achieve positive outcomes, celebrate their successes and which also helps address the challenges in their lives."

What people told us

We spoke with 17 people who used the service and one relative over the course of the inspection. From the comments we received, we concluded that overall there were high levels of satisfaction with the support and care provided by staff. We heard of the positive impact that the care and support had on people's lives.

"I have never been let down by the service, the staff have always turned up even if it was not the expected team member. I have really good banter with the staff. As a result of the support, I am now more independent in doing day to day things - the staff let me do the things that I can."

"As a result of the support his [relative's] mobility has improved, now walking better and further. Sleep pattern has also improved which I put down to being more physically active."

"Very happy living here. I now go out and do lots of things: art group, theatre, cinema. I have lost a lot of weight by the staff supporting me - I now eat more healthily. I really like my room and I visited the house a number of times before moving in. I really like the staff and get on with them. I feel safe living here."

"Happy with the service, all staff are fun."

"Get to go to clubs, fish supper nights."

"Staff take me out to the pub and to visit friends."

"Service has been really good."

"Been with Key for 30 years, like it."

"They [staff] really listen to me."

"Help me around the house, help me tidy up."

"Remind me when I have things planned."

"I like going with XXXXX [staff member] for appointments as I get anxious."

Self assessment

The service was not required to submit a self assessment on this occasion.

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

Quality of care and support

Findings from the inspection

People using the service had opportunities to shape the organisation's strategic direction as well as influencing political changes, promoting people's rights and helping people acquire new skills, interests, educational and employment opportunities. We shared how the service could be further developed through capturing feedback from external professionals.

People were actively involved in day-to-day decisions in relation to how their care and support was provided. Staff worked collaboratively with the people they supported, and their relatives or representatives, when developing support plans.

People using the service, and their relatives, confirmed that the content of support plans were a good reflection of the abilities of each person and detailed how each person wished for their support to be carried out. We thought that the service could continue to develop support plans to make them in a suitable format to help people better understand the content.

We concluded that overall care reviews reflected the positive outcomes being achieved due to the good supports provided by staff. However, these could be further developed by staff better reflecting people's ongoing goals.

People benefited by being supported by staff who demonstrated genuine warmth, kindness and compassion. This had helped to build trusting relationships.

Overall, staff practice aligned to individual support plan guidance. However, we identified where practice could improve such as the positioning of the staff member when assisting someone at a meal time. Correct positioning helps ensure the comfort, safety and functional abilities of the person being supported are promoted. We would like the service to look at this area when they carry out spot checks with staff.

People benefited from supports that help keep people well, remain safe, develop interests and connect with their community. We saw some examples of staff going the extra mile to source a specialist piece of equipment (a shower trolley) which resulted in the person having their first holiday in many years.

Some people were supported by staff to take medication to help keep them well. People had benefited from approaches and strategies used by staff. This had meant there had been times when there had been less reliance on using medication for emotional distress. However, we found with one person that the corresponding "as required" medication support plan had not been updated to reflect a successful change of approach used by staff and agreed by their GP. We believe that the support plan should be updated.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

People could be reassured that there was a suite of audits used by the service to check that they were receiving supports as they should be and to see if they were suitably protected from harm. Examples included audits of financial transactions with additional audits carried out by staff within the financial section of the organisation. This helped ensure that people were protected from financial exploitation and monies were properly accounted for when people were supported in this area.

Accidents and incidents were recorded and systems were in place to alert the management team if there were any trends relating to causes. This can help keep people safe. However, through sampling we found that records did not always reflect if remedial actions had been carried out to help protect each person. We shared examples of why we believed the system could be improved. We acknowledged that there were early plans to develop the care management software system to standardise and improve quality management systems. Based upon our findings, we shall make a recommendation that current systems should clearly reflect actions taken to mitigate impact and assess the effectiveness of identified actions on people using the service. (See recommendation 1)

There had been a low level of complaints received by the service which indicated that people were generally satisfied with the care and support provided. We suggested some improvements as far as recording the details of investigations and findings.

People experiencing care benefited from visits being carried out by the management team to check if they were receiving supports as planned, checking staff practice and offering people an opportunity to share their experiences of support.

People should receive support from staff who have the relevant experience, training and skills. We consistently heard that the majority of staff had the right training and skills from the people we spoke with. If there were issues with compatibility, the service responded quickly to make necessary changes.

Staff confirmed they felt suitably equipped with the right knowledge and skills when they were providing support.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service provider must ensure that there are full details of remedial actions taken, and record the effectiveness of the same, following any accident or incident.

This ensures care and support is consistent with the Health and Social Care Standards:

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

Grade: 5 - very good

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.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
26 Sep 2018	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed

Date	Type	Gradings	
30 Aug 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
16 Sep 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 4 - Good 3 - Adequate
16 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
25 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
5 Jul 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
10 May 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
1 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 5 - Very good
16 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 5 - Very good

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