

Key Community Supports - Highland (Skye, Lochalsh and Lochaber) Support Service

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Telephone: 01463 242579

Type of inspection:

Unannounced

Completed on:

6 December 2019

Service provided by:

Key Housing Association Ltd

Service provider number:

SP2003000173

Service no:

CS2015337672

About the service

The service, Key Community Supports - Highland (Skye, Lochalsh and Lochaber), is operated by Key Housing Association Ltd, a registered social landlord that provides accessible housing and support in 15 local authority areas across Scotland. The care at home service provided personal care, support and advice to people with learning disabilities and complex care needs. The service is provided at two sites in the West Highlands; one based in Portree on the Isle of Skye and one based in Fort William in the Lochaber area.

People who use the service can access support in emergencies outwith their allocated support times. Overnight support can be provided to individuals that required this level of service.

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

The service was registered on 28 July 2015 and operates all year round.

What people told us

We met with seven people who used the service and spoke with two relatives. They were all highly satisfied with the quality of care and support. We received back 10 Care Standard Questionnaires which again stated a high level of satisfaction in respect to the service. We will include comments throughout the report from the people we spoke with and the returned questionnaires.

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.

People should experience warmth, kindness and compassion. The staff we met were caring, kind, compassionate and respectful when they were supporting people. We saw more than one example of where staff had gone above and beyond the expectation of their caring role.

There was a really positive and welcoming atmosphere when we visited people in their houses. People were enjoying themselves and having fun with the staff. There were strong and established relationships between staff and the people they supported. This meant people got the most out of life, as staff had a very good

understanding of the best way to support people. Some of the comments from the people we spoke with included:

"My life is so much better since moving here".

"Each member of staff shows patience, care and empathy towards my relative".

"The staff are always cheerful, lovely and upbeat".

Care and support was delivered in a way that was right for the person and focused on how the person's life could be enhanced. For many people the main focus of support was promoting their independence and supporting them to lead an active and enjoyable life. People told us they had been fully involved in identifying how they wished to be supported and this was recorded in their support plan. It was apparent staff followed guidance in the support plan which meant people's wishes were respected and they were supported in the way they chose to be.

People were encouraged to lead healthy and active lives and participate in a range of activities. Staff were strong advocates for people, as they genuinely wanted the people they supported to get the most out of life and be as independent as possible. We saw some very good examples where people had been supported to go on holidays of their choice, link into community events, settle into their new home and learn new skills. This had resulted in people feeling more confident, becoming more responsible and happy and being part of the wider community. Some of the comments from the people we spoke with included:

"The staff are really flexible, this allows my relative to have support to take part in family events".

"The service is outstanding at providing person centred care".

"The staff have really helped me grow in confidence".

"The staff are very good at promoting people's independence and helping people learn new skills."

"My relative is more confident, his key worker is excellent".

People's health and well-being needs were met, promoted and responded to appropriately. The provider had ensured staff had the appropriate knowledge and training to do this. We saw very good examples of where staff and health professionals were working together to ensure people received dignified and compassionate care.

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. Some of the comments from the people we spoke with included:

"Management are very supportive, adaptable and efficient."

"The team leader is really good at communicating and keeping professionals in the loop."

"Since the new team leader has started in Skye the whole team morale has improved. Because of this my son is more settled. We really appreciate the staff."

What the service could do better

The provider's improvement plan had identified that staff should have regular supervision and an annual appraisal. The majority of staff had received formal supervision. The provider should now focus on making sure all staff have a completed appraisal.

The provider should continue consolidating and progressing areas identified in their service improvement plan. This will ensure the service is continually evaluating that people are receiving a high quality, person centred service.

For some people a formal review was not the best way to help them feel comfortable and confident when participating in their review. We discussed different ways to undertake reviews. We will consider progress made in this area at the next inspection.

Due to recruitment challenges there had not been as many team meetings as the provider hoped for. We discussed the benefits of team meetings and suggested they focus on team meetings for the most complex people they support. This would allow staff to discuss consistent approaches and keep staff up to date with changes in people's wellbeing.

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.

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 manager should ensure that each support plan detailed the health needs of people they support and how the service would meet these.

National Care Standards, Care at Home: Standard 7 - Keeping Well - Healthcare.

This recommendation was made on 12 June 2017.

Action taken on previous recommendation

There was sufficient information contained within individuals' support plans detailing individuals' health needs and what supports were required to meet these needs. The recommendation was met.

Recommendation 2

The manager should ensure that reviews are completed every six months as a minimum. Information about changes in people's needs must inform and update the support plan.

National Care Standards, Care at Home: Standard 3 - Your Personal Plan and Standard 7 - Keeping Well - Healthcare.

This recommendation was made on 12 June 2017.

Action taken on previous recommendation

This recommendation had been met.

Recommendation 3

The manager should ensure that where guardianship orders are in place for people supported by the service, they must obtain signed and dated records detailing the responsibilities and decisions they have delegated to the service.

National Care Standards, Care at Home: Standard 3 - Your Personal Plan, Standard 4 - Management and Staffing and Standard 5 - Lifestyle.

This recommendation was made on 12 June 2017.

Action taken on previous recommendation

This recommendation had been met.

Recommendation 4

The manager should consider regular planned observation of practice to support staff development, inform planning and performance appraisals.

National Care Standards, Care at Home: Standard 4 - Management and Staffing.

This recommendation was made on 12 June 2017.

Action taken on previous recommendation

The manager had considered this, however due to recruitment challenges and the practicalities, the recommendation had been difficult to progress. The manager will continue to try to identify suitable opportunities to incorporate the recommendation into staff appraisals. The recommendation had been met.

Inspection and grading history

Date	Type	Gradings
5 Dec 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
12 Jun 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
1 Jul 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

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