

Key Community Supports - Clyde and East Dumbarton Support Service

The Square
70 Renton Street
Glasgow
G4 0HT

Telephone: 0141 332 6672

Type of inspection:

Unannounced

Completed on:

2 December 2019

Service provided by:

Key Housing Association Ltd

Service provider number:

SP2003000173

Service no:

CS2004079432

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.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Key Community Supports East Dunbartonshire and Clyde supports people living in Inverclyde, East Dunbartonshire and North Ayrshire. The service operates from office bases in Greenock, Ardrossan, Saltcoats, Milngavie and Kirkintilloch.

The service provides a care at home service to children and adults with disabilities and long term conditions to help them live life to the full. People receive support in their own homes and within the community.

The provider aims to deliver personalised support to meet needs and outcomes, provide reliable and responsive care and support, help break down barriers and respect and support individuals to achieve their full potential, aspirations and dreams.

What people told us

During this inspection we sought people's views about the service when we met with them and their relatives in their homes and spoke with them on the phone. We visited people supported by the Greenock, Ardrossan, Milngavie and Kirkintilloch services.

In advance of this inspection the provider had circulated questionnaires on our behalf to people receiving the service or their relatives, 27 of these were returned to us.

Overall people appeared satisfied with the service they or their relative received.

Comments included:

"My son is really quite happy, settled and loving his independence."

"Staff member came off annual leave to support my son to a party."

"Excellent service."

"There has been a lot of improvements in the consistency of the support provided for my brother, promoting his independence and choice."

"Very happy with the service provided, I am continually informed of any changes, great team."

"The support given to my brother by his team of carers is excellent."

"They do a good job."

"Still very pleased with the communication between my sister's accommodation staff and myself."

"It's a good place to live and I am looked after very well by all members of staff at every level."

"Staff provide excellent support and address any issues timeously, staff are pleasant and helpful".

Some of the people we met were less able to tell us what they thought of the service they received. We observed that staff were good at supporting them to make choices and identify the things that were important to them.

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

A very good service continued to be provided by staff teams committed to ensuring that people they supported were at the centre of decisions affecting them. This had helped people feel valued, participate in the activities and routines that were important to them and achieve good outcomes.

The support provided helped people to live safely in their own homes and staff were very good at promoting people's independence and encouraging them to be as involved in their care as possible.

People experienced inclusion because staff supported them with their busy routines, helping them keep in touch with family and friends and in some areas regularly facilitating social activities. "My son has benefitted tremendously from the support of the Key Community Supports team, he experiences a range of activities and thoroughly enjoys the social interactions", was a comment made by one relative.

Staff demonstrated a very good knowledge of people who they supported on a regular basis. We observed that people were very comfortable around staff who engaged naturally with them. It was evident that trusting relationships had developed and continuity of staff had helped people to be more confident and motivated. One relative said, "The support given to my brother by his team has been excellent, he requires stability within this team and does not cope well with change."

Staff continuity also helped ensure a responsive approach to any health concerns. Staff worked well with health partners to promote good health outcomes and ensure that people had equal access to universal health services. We met workers who were skilled at providing respectful and dignified care for people who required end of life support.

The provider demonstrated a commitment to making improvements and local service plans helped drive up quality. Each service had quality management and assurance systems in place to help managers to meet the aims and objectives of their service.

Systems in place to help people manage their finances and medication were effective and contributed to protecting people from harm and abuse and access to advocacy services ensured that individuals had their voices heard on issues important to them.

People continued to experience a very good standard of care and support because of the strong and consistent leadership within the service.

What the service could do better

In some areas the demands on the team managers' time had meant that some staff supervisions had not taken place as regularly as they should have. Staff supervision is an effective quality management tool that supports workforce development and provides an opportunity for reflective discussions and professional development.

We found that there were variations in the frequency of recording information about the support provided to people. The provider had also identified this as an area for improvement and planned to review this.

We suggested that the provider develop a system to help ensure that up to date Adult With Incapacity certificates are in place for people who require these.

A standardised approach to quality assurance such as the use key performance indicators (KPIs) could complement other systems, promote accountability and drive up the quality of the service being provided.

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

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings								
2 Feb 2018	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
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Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	Not assessed									
14 Nov 2018	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	5 - Very good
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Environment	Not assessed									
Staffing	Not assessed									
Management and leadership	5 - Very good									
27 Sep 2016	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	4 - Good
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6 Jul 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	5 - Very good		
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Date	Type	Gradings
		Management and leadership 5 - Very good
6 Jul 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
25 Apr 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
3 Apr 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
4 Apr 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
24 May 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
30 Jul 2009	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

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