

## Key Community Supports - Falkirk Support Service

Falkirk Business Hub  
45 East Vicar Street  
Falkirk  
FK1 1LL

Telephone: 01324 614054

**Type of inspection:**  
Unannounced

**Completed on:**  
27 January 2020

**Service provided by:**  
Key Housing Association Ltd

**Service provider number:**  
SP2003000173

**Service no:**  
CS2004079440

## About the service

This service has been registered since 2004.

Key Community Supports – Falkirk is registered as a care at home service and provides support to people with a learning disability who live in the Falkirk area. Some people using the service stay in purpose-built accommodation in certain locations and some people stay either with their family or on their own in locations spread throughout the community. This service works closely with the separately registered housing support service, using the same staff, support plans and policies.

Key Community Supports is a national organisation that supports people with a learning disability. Their aim is "to provide each person with support which is flexible, personalised and tailored to their individual needs and wishes. They will try to offer support which enables each person to lead an ordinary life with the same opportunities as other adults in our society."

## What people told us

During the course of our inspection, we met with eight people living in their own homes, and met with a further 12 people at a social event that is held weekly at a local community centre. Some people who received a high level of support had complex disabilities were unable to speak with us, however we spoke with relatives who gave us feedback on their behalf.

Everyone that we spoke with told us that care was "superb" "outstanding" or "perfect." We heard that carers were not only kind, understanding and promoted independence, but that they took time to communicate with people to ensure their needs, wishes and preferences were being met. We heard that relatives were updated regularly, that staff had wonderful relationships with people they supported and people were overall very happy living in their own homes and with the support that was being provided. A selection of comments are outlined below:

"I like coming to the centre as it gets me out of the house and I see my friends"

"My support workers are very kind"

"I go out a lot with help, and get to college too"

"I could not manage without the carers, they are also very patient"

"I am very happy with my life and the help I get"

"My carers help me with choosing what I need to get for my house."

## Self assessment

We no longer ask services to provide a self-assessment. Instead we look at the development/improvement plan held by the service and the areas they have identified to improve.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

## What the service does well

Key Community Support Falkirk provide an excellent service to people. We concluded this after considering the views of a wide range of people, and hearing of excellent examples of how people's lives were enhanced by their care and support. We also observed how staff interacted with people receiving support, and noted this was done in a very respectful and encouraging manner.

We met with people who had varying care and support needs, and in particular, with people who received extensive support. We noted that this support was very person centred, and was provided in a way that promoted people's independence and retained their current abilities. We saw in some instances, how people were supported to attend further education courses as well as the many social events, some of which were facilitated by staff. People were able to attend events that promoted their wellbeing such as swimming, walking and gym classes and also to evening social events such as night clubs that had specific monthly events for people who had additional support needs. People told us they enjoyed these events immensely as it gave them opportunities to form relationships with others as well as enjoying the music and dancing. These events were carried out in a safe environment with support staff present for anyone who required this during the event. This meant that the health and safety for people was greatly considered, alongside supporting people to mix socially and independently as possible.

We spoke with professionals who supported the staff team and also the service users with various aspects of their health. We saw excellent examples of how everyone working together to support an individual enhanced their lives, for example how the use of technology alongside using a variety of communication methods meant people could live in their own homes for longer more independently. We heard of people who gained weight after a long period of not eating well, and this was as result of excellent support from staff, dietician and speech and language therapy. We noted that some people had been supported to move to alternative accommodation when their health needs changed, or if people would benefit from a larger tenancy. People were supported in this area to an excellent standard.

Staff we spoke with spoke very highly of each other, the support they received from the management team and the satisfaction they received from supporting people with learning disability. The majority of staff had been with the organisation for many years, this had provided a consistent approach to service users and many had been working together for many years. It was clear to us that staff were very knowledgeable about the needs of people, and also how best to respond to their needs. We observed staff interacting with people receiving support, we were very pleased to see that at all times people were encouraged with their independence, and asked in the first instance if they wanted to do a particular task or if they wanted help to complete the task. This ensured that people retained their current abilities. We found staff to be extremely polite, encouraging and respectful towards people they supported, and at the same time, showed warmth and humour. It was clear to see that excellent relationships had been formed. We heard comments from staff such as "we are like a family now" and "I feel blessed in my job every day."

It was pleasing to see that newly recruited staff were supported with a 12 week induction period, with regular opportunities to meet with supervisors during this period to ensure that their training and knowledge provided were supporting them to undertake their job to a high standard.

Staff had excellent opportunities to undertake a wide variety of training, over and above the standard training offered to all staff. This training was sourced and delivered when the needs of people being supported changed or were complex, this ensured that at all times staff had the most up to date and relevant skills to support people to a high standard. We noted that other professionals supporting the service would also offer training and knowledge sessions for staff on a regular basis. Professionals we spoke with told us that staff were very proactive at following care regimes, and that the level of communication was excellent. Professionals supporting

the service also held the support staff in high regard and stated staff were very helpful during reviews of people's care.

## What the service could do better

The service should try to ensure that all review paperwork is current and in a place for care staff or relatives to access, some of the reviews we were unable to see when looking at information during visits. These plans we asked to see were held electronically, but for consistency the most current review should be readily available as well as informing the care plans of any changes to be made. Additionally, we heard that when local authority case managers undertake reviews it was not always the case that the paperwork from these meetings were shared with the service. However, we acknowledged that the service had been very proactive in taking their own review notes at these meetings to ensure the most up to date information is captured. Again, these should be readily available for both staff and relatives to access.

The service should capture the views of as many people as possible using the service on a regular basis. We saw in some care plans that there were tools to capture the views of people, however these were not completed.

We discussed how care plans could be enhanced further by incorporating more individualised profiles and life histories for people which would also assist with care planning.

The service should continue with developing the overall audits of the whole of the service, and consider having an overview of any reported matters regarding adult support and protection so that outcomes for these are recorded more effectively. We acknowledged however, that the overall responsibility of responding to reported incidents lies with the relevant local authority and we will support the service to try and improve this process going forward.

## 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](http://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	
8 Feb 2019	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
7 Mar 2018	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
7 Mar 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
10 Mar 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
11 Mar 2015	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
11 Mar 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Nov 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Nov 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
24 Aug 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
30 Sep 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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