

Key Community Supports - Stirling/ Clackmannan Housing Support Service

Falkirk Business Hub
45 Vicar Street
Falkirk
FK1 1LL

Telephone: 01324 614 519

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Announced (short notice)

Completed on:
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Service provided by:
Key Housing Association Ltd

Service provider number:
SP2003000173

Service no:
CS2007163993

About the service

Key Community Supports is registered as a housing support and care at home service and provides support to people with a learning disability who live in the Stirling and Clackmannanshire area. The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 01 April 2011.

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."

This was a virtual focused follow-up inspection to evaluate how the service has addressed two requirements for improvement which were made on 8 October 2020, as a result of a complaint investigation. We did not visit the service during this inspection.

What people told us

As this was a virtual inspection, we did not speak with any people using the service. However, we did see some feedback collated as part of the individual service feedback process.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

The provider must ensure their complaints policy is adhered to. This includes accurate records of all complaints, outcomes and actions for improvement.

This requirement was made on 8 October 2020.

Action taken on previous requirement

We found that the provider had made significant progress in highlighting the complaints process for people experiencing care and staff. Complaint leaflets had been re-distributed to all people experiencing care and their understanding of how to report a complaint discussed.

Quality assurance processes were in place to ensure actions had been completed and improvements were documented where resulting from a complaint. Individual service feedback forms had been introduced at reviews to verify people's understanding of how to raise a complaint

The provider had not received any complaints since the requirement had been made.

The provider is currently undertaking a review of their complaints policy.

Staff we spoke with were able to confidently describe their role and responsibility in reporting and recording complaints. Managers confirmed this is working well.

We were satisfied that this requirement had been met.

Met - outwith timescales

Requirement 2

The provider must ensure their Accident Reporting Policy is adhered to. This includes records of accidents and incidents.

This requirement was made on 8 October 2020.

Action taken on previous requirement

We found that the provider had made significant improvements to the recording and monitoring in line with their accident reporting policy. Accessibility to accident reporting books had been improved across all services to ensure timely reporting. Managers we spoke with noted the positive impact in the reporting of accidents and incidents.

Quality assurance auditing of accidents and incidents had been strengthened with regular analysis being completed and discussed.

Staff we spoke with were able to confidently describe their role and responsibility in relation to reporting of accidents and incidents.

We were satisfied that this requirement had been met.

Met - outwith timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The provider should ensure people have confidence in staff who care and support for them by providing the required training.

This area for improvement was made on 8 October 2020.

Action taken since then

This area for improvement was not reviewed as part of this inspection.

Complaints

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

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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