

Key Community Supports - Glasgow East Support Service

100 Kerr Street
Bridgeton
Glasgow
G40 2QP

Telephone: 0141 550 6500

Type of inspection:
Unannounced

Completed on:
6 October 2025

Service provided by:
Key Housing Association Ltd

Service provider number:
SP2003000173

Service no:
CS2014325032

About the service

Key Community Supports – Glasgow East registered with the Care Inspectorate on 1 April 2011 to provide a care at home service and housing support to adults, young people and children with a disability living in their own homes and in the community.

The amount of support people received varied from an hour per week up to 24 hours a day for an individual service user. The overall aim of the service was 'to support individuals in the community and to maximise the opportunities for normal living within the local community.'

At the time of the inspection, this newly developed service was providing support to 200 people in the East of Glasgow, within a number of geographic locations. The number of people supported by the service had recently increased following a recent reconfiguration of services operated by the company.

About the inspection

Key Community services operate services across three locations in Glasgow (East, South and West). They share a senior management team, policies and procedures and aims and objectives. Due to their close operating links, we inspected each service in succession. Although a separate report has been produced for each service the content is similar.

This was an unannounced inspection carried out by four inspectors from the Care Inspectorate between 29 September and 6 October 2025. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In carrying out this inspection:

- we spoke with 35 people using the service or their family representatives
- we gathered the views of 11 external professionals
- we spoke with 40 staff and the management team
- we observed practice and daily life
- we reviewed documents.

Key messages

- People were listened to, respected, and valued.
- The staff teams worked well together and were committed to helping people achieve their outcomes.
- People had access to a range of meaningful activities, based on their needs and preferences.
- Peoples' health benefitted from effective collaboration with external health professionals.
- People actively participated in evaluating and improving their service.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

We found that Key East were making a positive difference to peoples' lives and supporting people to achieve their chosen outcomes. Feedback from people using the service, families, carers, and other stakeholders assured us of consistently high levels of satisfaction with the quality of care and support that Key East provided.

We observed a team of dedicated and caring staff, who knew people well, demonstrated an enabling approach, which promoted peoples' independence and choice. Staff were clearly committed to supporting agreed outcomes for people, and people were treated with compassion, dignity, and respect. Peoples' religious and cultural beliefs and choices were respected and valued.

People benefited from a service that was person-centred and based on their needs and wishes. Staff were skilled at understanding and sensitively responding to peoples' communication needs, including the use of augmentative and alternative communication and assistive technology to promote independence. Discussions and interactions we observed assured us that relationships were based on trust. This meant that people felt included, listened to, and valued.

There was an enabling culture, and staff clearly believed in peoples' potential. Promoting peoples' participation and inclusion was a strength of the services. People were sensitively encouraged to increase their access to the community and supported to participate fully as citizens in their local community, in a way that was right for them. The personal planning and health risk assessment documentation we reviewed contained detailed descriptions of the level of support each person required. This included defined outcomes important to each person. Risks were sensitively and effectively managed to help people live fulfilled lives, safely.

People and those close to them were routinely involved in developing and reviewing their personal plans, at a level they were comfortable with. This ensured people were supported according to their expressed wishes.

People were enabled to get the most out of life with opportunities to maintain or develop friendships and relationships, interests, and activities that mattered to them. This included going on holidays and musicals, weekends away, concerts, attending sports, dancing, Karaoke, attending day opportunities events with friends and people close to them, and caring for pets. Important events, peoples' achievements, and milestones such as sporting successes, and birthdays were celebrated. Peoples' individuality and uniqueness were respected and valued. This promoted peoples' self-esteem, confidence and wellbeing.

Comments from people and their families included:

"Delighted with care and support."

They have such good attention and care. They are really happy now. What a change.

"One of the best things we've done. Really happy

"Staff show a real interest in my relative as a person."

It was evident that all staff worked in partnership with others for the benefit of people who use the service. This ensured staff were prepared for the eventuality if a person became unwell or if their health deteriorated for any reason. This helped to keep people well. One person we met wanted to improve their health through diet and exercise now had a healthy BMI. Another person had not required their as required medicine for distress for over a year.

People who may have been potentially excluded or isolated were sensitively encouraged, in a well-planned way, to overcome barriers and become fully participating members of their local community.

Care was delivered in a person-centred way to meet agreed care plans, changing circumstances and any emergency situations. The service had positive and effective working relationships with other agencies and professionals involved in peoples' care such as psychiatry, social work, and other health professionals. Feedback from professionals was consistently positive.

Comments from professionals included:

"Staff have gone above and beyond in being adaptable "

"Communication is very good."

"Plans and risk assessments are very good."

"They communicate with my client well. They are involved in all the reviews."

Medication was managed well. Clear processes and documentation were in place to guide staff. This helped ensure individuals were supported to take the right medication at the right time. This helped keep people well.

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. There were some major strengths in supporting positive outcomes for people, with very few areas for improvement.

A stable, dedicated and consistent staff team provided support. Staff were committed to helping people achieve their outcomes and get the most out of life. There was a good mix of skills and experience within team, and staff worked well together. Relationships had been built on trust, sometimes over a number of years. Staff knew people well, and were skilled at sensitively supporting people's needs, wishes and aspirations. Genuine and caring values were evident throughout the services we visited, and this translated into practice.

A comprehensive organisational and person specific induction programme for new staff, and training was provided for all staff in a range of practice areas.

Support was provided in a dynamic and flexible way to meet peoples' changing needs and wishes. The staff and management team were creative in the coordination of activities and supported each other to help people achieve their outcomes. It was evident that staff worked well together ensure continuity of care and consistent support. People were confident in staff they knew well, which made people feel safe.

An inclusive and collaborative culture had been developed, that offered people, relatives, and staff opportunities to express their views. Regular resident and team meetings and informal discussions provided forums for this. Effective and ongoing communication with people, and those important, to them ensured that people felt listened to and could be confident that they could shape their care. The service operated a key worker and core team system, providing continuity, consistency, and stability of support. People and their families told us that they knew and liked their staff teams. One family member told us "I love the way the staff are with my relative," while another said, "the staff are absolutely amazing."

Staff spoke positively about support from the wider management team and their colleagues. Staff told us that the management team were approachable, and accessible, and able to support both with professional development and with personal issues. One staff member told us "Line managers have a great relationship and understand the service." While another told us "There is good communication with the management team, and the training is very good."

Staff we spoke with confirmed that the training provided helped them in their roles. A comprehensive induction process for new staff included a period of shadowing experienced colleagues to facilitate relationship building. Staff training and development processes helped to ensure that people could be confident the staff team could meet their needs, and the staff team felt valued.

Staff demonstrated a shared value-base and commitment to people, through their approaches and interactions. Staff received regular formal and informal supervisions and practice support, which encouraged their reflection and professional development.

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question. There were some major strengths in supporting positive outcomes for people, with very few areas for improvement.

Individual support arrangements and associated documentation had been reviewed, electronic personal plans, were clear, well laid out and user-friendly. Personal plans evidenced up to date health assessments, personalised support strategies and associated risk assessments. These were detailed, concise and guided staff clearly in how to deliver support according to the individuals needs and preferences. This included short term support plans to respond to changes in people's health needs.

People should expect their personal plan to reflect their current needs, wishes and choices. Some people using the service had worked with "The Advisory Group" (TAG), which was set up by Key to enable people with learning disabilities to have a stronger voice in the services they use and their local communities. This work had involved making peoples' support plans more meaningful and accessible for them. This work had involved some creative approaches to care planning and was a very good example of person-centred planning.

Families and health professionals were involved as appropriate. This helped to ensure people were supported according to current needs and best practice and helped to keep them well.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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Care Inspectorate
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11 Riverside Drive
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DD1 4NY

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