

Kingdom Housing Support - 1 Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
28 November 2025

Service provided by:
Kingdom Support and Care CIC

Service provider number:
SP2016012806

Service no:
CS2016351149

About the service

The service is registered as a combined care at home and housing support service. The provider is Kingdom Support and Care CIC.

The service is available to people with a range of needs for support, including people with learning disabilities, mental health problems, physical disabilities and people with sensory impairments.

The service supports people in different settings including:

- shared or single occupancy houses, with 24-hour support; and
- visiting support, varying from visiting once a week, to several times a day, or for most of the day.

People who use the service live in their own homes, share accommodation with other people using the service or live with their families. People may live in homes provided by Kingdom Housing Association, or other housing providers. The service operates in West Fife, in the towns and surrounding areas of Dunfermline, Rosyth, Kirkcaldy and in the Falkirk Council area.

About the inspection

This was a short notice inspection which took place between 18 and 25 November 2025. The inspection was carried out by one inspector from the Care Inspectorate.

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 making our evaluations of the service we:

- spoke with six people using the service and three of their representatives;
- spoke with 10 staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with visiting professionals.

Key messages

- Staff were skilled in developing positive relationships with people using the service.
- Positive risk taking supported increasing independence.
- Restrictive practice had decreased but further work is needed.
- Staff had the skills, knowledge and experience needed to meet people's needs.
- Staff wellbeing was important. The support they received helped retain staff in their posts.

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

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.

People experienced compassionate, kind and caring support. Staff were skilled listeners, and this supported the development of strong, positive relationships. One person told us "Staff listen and understand when I'm worried or upset. They always try to help me".

People and/or their representatives were fully involved in developing and reviewing their personal plans. The information in people's personal plans was person-centred and strengths based. The focus was on what people could do for themselves instead of what they could not do.

People were supported by staff who demonstrated an enabling attitude and believed in their potential. Staff worked with people in a manner that was supportive and worked at the individual's pace. This made people feel confident and not rushed in what they were doing and trying to achieve.

Staff were supporting people to reduce their hours of support and increase their independence. This included working with professional colleagues to withdraw overnight support. This was an example of positive risk taking that supported trusting relationships and increased people's self-esteem and sense of identity. Significant work carried out by the provider resulted in reductions in the restraint and restrictive practice people were subject to. Staff had a clearer understanding of people's rights. However, the provider should ensure that powers granted in legal orders include the restrictions in place in the service.

Staff had positive relationships with health professionals in the community learning disability team and with local GPs. Professionals told us staff were knowledgeable and confident. Approaches and interventions put in place by professionals were implemented by staff and robust record keeping enabled their impact to be effectively evaluated. A health professional told us "I always get excited when I hear Kingdom are supporting people. People always come first. Staff are open to change and communicate really well with the learning disabilities team".

Where people could not verbally communicate that they were experiencing pain, detailed "pain pictures" enabled staff to identify and address people's pain. This meant people experienced person-centred support to relieve pain and discomfort.

People were supported safely and effectively with their medication. Person-centred support meant people had appropriate control over their medication. The provider's response to any issues was robust and increased staff's knowledge and practice.

People spent their time in ways that were meaningful and purposeful for them. This included taking part in activities in their local areas or spending time relaxing at home. One person told us they enjoyed their recent holiday. They were going to book a holiday for next year that day. Staff supported people to keep in touch with friends and relatives. This supported people's physical and emotional health.

How good is our staff team?**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.

The Health and Care (Staffing) (Scotland) Act 2019 was enacted on 1 April 2024. In terms of the provision of social care services, the legislation placed a duty on service providers to make appropriate staffing arrangements to ensure the health, welfare and safety of people using the service. This includes ensuring, at all times, appropriate levels of staff who have the required qualifications and training to provide safe, high-quality care. Service providers must also support staff wellbeing to ensure people's care and support is not adversely affected.

The provider had worked hard to develop systems and processes to implement the legislation and develop staff's practice. A draft safe staffing policy was awaiting approval by the board of management. Robust safe staffing plans detailed staffing levels required based upon people's assessed needs. This ensured staff on shift had appropriate skills and experience. This demonstrated a commitment to ensuring people experienced optimum outcomes as a result of using the service.

Staff wellbeing was clearly important to the provider who provided an outstanding range of in-house and external wellbeing resources. Staff felt supported and valued. Most staff had flexible, person-centred working arrangements in place. A resource coordinator role was introduced. This included developing staff rotas which aimed to meet people's needs whilst supporting staff to have a good balance between work and life. Service coordinators had undertaken specialist training including supporting a mentally healthy workforce and enhanced trauma informed practice.

Several overseas workers were recruited in the past few years. The provider was committed to ensuring equality for staff. Innovative approaches included working with colleges to secure funding for staff to complete the required Scottish Vocational Qualifications. Staff were also supported to access affordable housing. These approaches enabled staff to continue in their roles and ensured people continued to be supported by consistent staff.

Staff had access to an extensive suite of learning and development resources. These were based on mandatory and people's needs led training. Staff told us person-specific training provided by professionals was particularly helpful. Resources were developed or sourced to meet people's needs. These included medication and restraint and restrictive practice. We suggested the provider should regularly carry out a training needs analysis. This should ensure staff have the skills, knowledge and abilities to meet the full range of people's needs.

Staff's ability to transfer their learning into practice was assessed regularly by observing staff's practice and completing workbooks. Staff had the opportunity to meet with their line manager and attend team meetings regularly. Staff considered these learning opportunities. Development of these tools should continue to improve staff's knowledge and skills.

We were assured that staff had the support they needed to meet people's changing needs.

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

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