

# Key Community Supports - Stirling/ Clackmannan Housing Support Service

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**Type of inspection:**  
Unannounced

**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 - Stirling/Clackmannan is registered as a housing support and care at home service and provides support to people with a disability who live in the Stirling and Clackmannanshire area.

Key Community Supports is a national organisation that supports people with a variety of needs.

The service has office bases in Stirling and Sauchie, with staff teams of support workers, led by team managers, service managers and the registered manager.

## About the inspection

This was an unannounced inspection which took place on 12,13,14 and 17 November. 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 eight people using the service and four of their relatives
- spoke with nine staff and management
- observed practice
- reviewed documents

## Key messages

Key Community Supports - Stirling/Clackmannan provides a very good level of care and support to people. People were supported by staff who knew them well, were well trained and demonstrated very positive core values.

Personal planning was carried out in a person centred way, with improvements anticipated along with the introduction of new systems in the coming months.

## 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?	4 - 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 were provided with care and support from staff who knew them well. This enabled people to build trusting relationships with staff that helped meet their needs. Staff demonstrated respectful and caring values towards people using the service. Staff were vigilant to issues and risks and took appropriate action to ensure people had timely access to health and wellbeing services such as district nurses and GPs.

In part of the service there had been some growth over the past year, with people who had different support providers now being supported by Key Community Supports. People we spoke with explained they were really satisfied with the care and support they received now. For people who had recently moved over to Key following a TUPe transfer, they had been supported to make the change as seamless as possible, and were aware who to contact in the management team if they had any questions or queries.

People had received support at really difficult times in their lives, in regard to both physical and emotional wellbeing. Staff willingly met people's needs for kindness, compassion and flexibility. This resulted in people having positive outcomes. One person told us "I have been used to being let down all my life, but Key have never let me down."

Medication support practices were robust and effective. Where possible people were supported and encouraged to retain independence around managing medications and where their needs were greater the recording and management of medications was safe. We saw there was better practice regarding mid cycle changes and updates to MAR sheets since the last inspection. This helped keep people well.

People been supported to go on holidays and short breaks where possible. We spoke with one person who had a dream holiday coming up, and others who had been able to go on smaller breaks throughout the year. These offered valuable opportunities for people to live fulfilling lives. One person told us "I never thought I would get to go there, I am so excited, I can't wait!"

People's relatives were encouraged to give feedback as part of the audits/surveys the service sent out, and this had been informative about how well people were supported and some aspects that relatives thought could be better. There was still work underway to put together a complete analysis and plan following these findings, however this demonstrated how the service valued feedback and sought to continually improve.

The service continued to run a weekly social group called Funkey Friends. People engaged in activities of their choosing and with a health and wellbeing focus. This helped support people to stay well.

People received really responsive care and support. Planning took place to ensure consistency of approach and team work where this was crucial to support people's outcomes.

We encouraged the service to look at more robust health screening records, and promote self checking or visual checking by staff as needed and where appropriate. We heard about some upcoming changes to the care and support planning system in use across the organisation and this would be looked at as part of this.

Staff engaged with other professionals and specialist teams to ensure the best possible outcomes for people. We spoke with people who had frequent input from health professionals. People were supported by staff to address health concerns in a way that ensured their independence and also kept them safe and well.

### 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.

Staff rotas demonstrated staff were allocated in line with people's assessed needs. Staff felt that there was adequate cover at most times. Staff were able to pick up additional shifts if they wanted to but were not under pressure to do this. This helped ensure consistency of staffing across the service. We noted that there was more flexibility across the service where staff were more likely to work across service locations rather than just one, and this added flexibility had helped resource management. Agency staff cover had not been needed for several months at the time of the inspection. Recruitment was ongoing to bolster the staff resources within both contracted and bank staff register.

Rotas had been issued for staff working arrangements over the festive period. This helped allow staff to achieve a work life balance and make plans for themselves. This supported the workforce.

Staff described feeling that they worked well together and supported each other. We heard really positive comments from staff about the support they received from the management team. This helped to boost morale and motivation.

Staff values and attitudes were clearly about the best outcomes for people.

Induction procedures were in place and were used effectively to help staff get to know their roles and how to perform. Staff received fairly regular supervision and felt there was always someone around to support them. They were clear that they did not feel they needed to wait for a supervision meeting to raise any issues. The service had developed a new tool to encourage and support people using the service to give feedback on staff performance, both for new staff going through induction and probationary periods, and for existing staff as part of supervision. We look forward to seeing this tool embedded in practice and used to continually develop the service.

Staff had opportunities to complete qualifications and enhance their skills, with career progression opportunities available.

The service had recently developed tools to help support staff to more fully fulfil their roles and responsibilities. This had just been introduced when we inspected, however we could see this could be of great benefit going forward.

Training compliance was very good, with a wide range of relevant learning and development opportunities available for all staff. Specific training for staff who supported people with particular needs was provided and regular refreshers were carried out. The overall management of these had been enhanced through a new e learning management system. This helped managers to ensure staff were appropriately trained.

## How well is our care and support planned?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Personal plans were in place and these were mainly well completed and person centred. Most of the information within personal plans was detailed enough to ensure that staff could meet people's needs safely. There was a focus on outcomes for people using the service, and we saw some examples where people's aspirations and dreams were being supported.

Risk assessments were in place and these ensured that people received appropriate support in line with their abilities and safety needs. Responsive support was provided to people, in one example for instance the service had increased support to a person while out in the community in the evenings in order to minimise the risks to their personal safety, whilst encouraging their independence during the day when personal safety was less of a concern.

Some reviews were overdue, however we noted that there were plans in place to catch up on these. We encouraged the service to hold reviews as close as possible to six monthly rather than wait until social workers could attend and then be overdue. This would help prevent personal plans from becoming outdated.

There were some issues with the layout and formatting of personal plans that meant it was not always clear to see the review process being completed in full cycle. This included having a range of different plans and risk assessments within people's files with different dates on them. Whilst this demonstrated some responsive personal planning, some of those documents appeared to be out of date.

We were made aware that a new system for personal plans was in the process of development and was due to be introduced early next year, with a view to reducing the amount of duplication and room for error that was present in the current system. This will also help staff keep people's plan files in order and tidy.

Positive Behaviour Support (PBS) plans were in place for people who needed these, and there was ongoing support from the in house PBS advisors to implement plans in order to better support people as they needed. We noted some language that could be improved to be more person centred and the management team advised this will be feedback to the PBS team.

## 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).

## 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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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