

# Keane Premier Support Services North Lanarkshire Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
23 March 2026

**Service provided by:**  
Keane Premier Support Services Ltd

**Service provider number:**  
SP2013012187

**Service no:**  
CS2024000102

## About the service

Keane Premier Support Services North Lanarkshire provides support to adults, including younger adults living in their own homes.

The service works with health and social care services to tailor support around the needs and preferences of individuals. Assistance can include personal care and social activities to keep people stimulated and involved in their communities.

At the time of our inspection, the service supported 40 people.

The provider is Keane Premier Support Services Ltd.

## About the inspection

This was an unannounced inspection which took place on 19 and 20 March 2026 between 09:30 and 17:00. The inspection was carried out by three inspectors 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 11 people using the service and three of their family members
- reviewed three responses to our electronic survey from people using the service
- spoke with 12 staff and management
- reviewed seven responses to our electronic survey from staff
- reviewed documents.

## Key messages

- people and families were satisfied with the care and support provided
- people received care at agreed times and for appropriate durations
- staff were well trained and well supported by management
- management were aware of issues around information in support plans and had strategies in place to address these
- a new system was being introduced to ensure good practice when supporting people with medication.

## 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?	4 - 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?

4 - Good

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

People supported by the service spoke highly of the care they received. Most said they had regular care staff supporting them. Care staff were regarded as kind, patient and people said they were skilled in helping them with things like support with medication, moving safely and personal care. We visited some people at home during our inspection, sometimes when care staff were present. Staff explained to people what they were doing, got people's consent, for instance, before helping them move and gave choices on food and drink. Having consistent care and support helped people achieve positive outcomes.

These are some of the comments we received from people:

"The staff are like part of the family."

"Top of the class."

"I've no complaints with them."

Families were also happy with the support provided to their relatives. They told us they could rely on the service to provide the support needed and keep them informed on things how people were doing. They said they felt listened to and respected by the service. Comments from family members included:

"Has brought me less stress, now got a wee bit of life."

"Cannot fault the service at all, she loves the staff and gets choice."

Care staff recorded every visit to people. These records provided confirmation of care provided and how people were. Any concerns were made known to the service's management or, when appropriate, GPs or other services. This provided assurance care was given as planned and appropriate actions taken, if required, to help keep people safe and well.

Support plans provide important information about people being cared for including life history like work and family. They also give staff guidance about how support should be provided. A small number of the plans we reviewed had information missing or were incorrect. The service already had a robust system to audit support plans and identify areas requiring attention. Following our inspection, management have agreed to ensure all plans are audited within a period of months. This will provide assurance that they are all at an acceptable standard. We will monitor this at future inspections.

The system used by the service to detail and record support with medication required attention. Recordings about the support provided were not always clear and not all medicines were correctly named. Management were aware of these issues and, by the time of our inspection, had arranged for an improved system to be in place shortly after the inspection. We will monitor this at future inspections.

**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 enjoyed working with Keane Premier Support Services North Lanarkshire. New staff told us they were supported during their induction to care by very supportive management and training that helped them appreciate the job they were about to do. They also spent time shadowing experienced staff. More established staff also told us management were supportive and accessible.

Staff training included supporting people with medication, personal care and helping people move safely. Completion rates for training were very high. The service ensured staff continued to follow the standards set in training by doing spot checks on staff practice. This provided assurance that people were being supported safely and competently.

Supervision took place on a regular basis. Staff told us they appreciated the chance to have protected time to discuss issues around providing care to people, how they, themselves, were doing and getting feedback from management on their performance.

The service had a number of frontline vacancies which it was addressing through regular advertising and recruitment. Overall, we were satisfied that people were provided with support visits at the agreed times, for the required durations. We based that conclusion on staff interviews, speaking with staff and management as well as reviewing staff schedules.

**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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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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