

Key Community Supports - Glasgow East Support Service

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Type of inspection:
Unannounced

Completed on:
20 March 2024

Service provided by:
Key Housing Association Ltd

Service provider number:
SP2003000173

Service no:
CS2014325032

About the service

Key Community Supports – Glasgow East is registered with the Care Inspectorate to provide a care at home service to adults with a disability, living in their own homes within the community.

At the time of the inspection the service was providing support to 73 individuals living at home within the East of Glasgow. The service registered with the Care Inspectorate on 1 April 2011.

Most of the people being supported by the service had a learning disability, and a small number of people had an acquired brain injury. The amount of support people received varied from a few hours per week to 24 hours a day for an individual service user. The service supports people who receive funding through Self Directed Support and has developed creative and flexible ways to help people achieve their outcomes within this framework.

About the inspection

This was an unannounced inspection carried out by two inspectors from the Care Inspectorate between 14 March 2024 and 20 March 2024. 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 14 people using the service or their family representatives
- . gathered the views of five external professionals
- . spoke with 14 staff and the management team
- . observed practice and daily life
- . we reviewed documents.

Key messages

- People experienced high quality care and were respected and valued.
- Peoples' health benefitted from effective assessment and monitoring of their needs and effective collaboration with external professionals and services.
- People actively participated in evaluating and improving their service.
- People had access to a range of activities and local community links based on their preferences.
- Quality assurance and improvement was well led.

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 leadership?	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

People were respected and valued and experienced high quality care.

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.

Feedback from people using the service, and other stakeholders consistently showed high levels of satisfaction with the quality of care and support that key east provided. We found that they were making a positive difference to peoples' lives.

We observed a team of dedicated and committed staff who genuinely cared for the people they supported. Staff were clearly committed to supporting people to meet their chosen outcomes. It was evident during the interactions and engagements we witnessed and heard about, that relationships were based on values, and staff treated people with compassion, dignity, and respect.

People benefited from positive and trusting relationships with the staff team. This meant that people felt included, listened to, and valued, and ensured that the service was centred on the needs and wishes of the person.

There was an enabling culture, and staff believed in peoples' potential. People were sensitively encouraged to increase their access to the community and supported to participate fully as citizens in their local community, in the way that they wanted. 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.

People were routinely involved in developing and reviewing their personal plans, either through informal meetings and discussions with their key workers or at regular multidisciplinary reviews. This ensured people were supported according to their expressed wishes.

Staff worked in partnership with people to recognise achievements and progress made in achieving their outcomes. This promoted peoples self-esteem and demonstrated that people were receiving the right support for them.

People using the service had the opportunity to be part of "The Advisory Group" (TAG), which was set up with key to enable people with learning disabilities to have a stronger voice in the services they use, and their local communities.

Recent collaboration with TAG involved supporting people to identify their outcomes and make peoples' personal plans more accessible and meaningful, including the use of visual media.

Comments from people included:

"Staff help me to do what I want".

"I can change my personal plan when I want, if I change my mind."

Peoples' health benefitted from effective assessment and monitoring of their needs and collaboration with external professionals and services. Feedback from external professionals was very positive and reassured us that the service worked effectively with other agencies to support peoples' health and wellbeing.

Comments from external professionals included:

"One of our best Providers and we rely on them to provide care to some of our most vulnerable Service

Users".

"Good communication from the service, they get in touch appropriately and any advice or suggestions given have been followed."

"Good person-centred care is being delivered to A."

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 day trips, attending leisure and day activities, such as football matches, karaoke, dancing, and attending social events with people close to them. Important events and peoples' achievements, such as birthdays, successes, and achievements were celebrated. This promoted peoples' self-esteem, confidence and wellbeing.

Care was delivered in a dynamic and flexible way to meet agreed care plans, changing circumstances and any unplanned situations. This ensured staff were prepared for the eventuality if a person became unwell or if their health deteriorated for any reason.

The service operated using core teams of staff. This provided consistency, and stability of support. People told us that they knew and liked their teams.

Medication was managed well. This helped ensure individuals were supported to take the right medication at the right time.

How good is our leadership?

5 - Very Good

Quality assurance and improvement was well led. 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 spoke positively about the management team who were seen as being available, responsive, approachable, and supportive.

A range of quality audits had been completed regularly, including personal planning, medication management, finances, and individuals' experiences. The service used regular reviews, individual meetings, questionnaires and group events to gather peoples' views. These informed a detailed service development plan, which focussed on improving peoples' outcomes and experiences. There was effective management oversight and clear action plans were produced to progress improvements where needed.

People using the service had participated in the recruitment process and the management team were looking to develop this participation further. People could be confident staff were safely recruited, and a comprehensive induction programme ensured new staff were well supported in their role. This helped ensure people supported were empowered to shape their care arrangements. Recent management changes had meant that some staff supervisions were not up-to-date. We were reassured by the management team's plan to address this, and staff commented positively about support from the management team, and training provided. Regular team meetings meant that staff could reflect on practice and discuss updates and changes in the service. The provider was in the process of implementing a new Learner Management System (LMS) to support staff learning and development and service improvement. 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.

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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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