

# Kelvin Care Housing Support Service

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**Type of inspection:**  
Unannounced

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**Service provided by:**  
Kelvin Care Limited

**Service provider number:**  
SP2023000142

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CS2023000220

## About the service

Kelvin Care provides a combined housing support and care at home service to people living in their own homes in the north and west end of Glasgow. The provider is Kelvin Care Limited.

The service states that its purpose is to offer a high-quality person-centred service for individuals in their own homes and communities. They have a dedicated team of experienced care staff supported by a Care Supervisor and Manager who tailor services to meet individual's needs and personal preference.

At the time of inspection 31 people were being supported.

## About the inspection

This was an unannounced inspection which took place between 13 and 15 August 2024. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with six people using the service and four of their friends and family members
- spoke with seven members of staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- People were supported by experienced staff who knew their needs well.
- Staff demonstrated warmth and kindness during interactions with people.
- Staff were supported by an ongoing programme of training and development.
- Management provided good communication and support to people using the service and staff.
- We shared tools to improve the quality assurance and improvement planning within the service.
- As part of the inspection, we assessed the service's self-evaluation of key areas. We found the service had begun to use self-evaluation, however, further work is required to develop this approach to support improvement.

## 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?	4 - 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.

Kelvin Care supported people to achieve positive outcomes and life experiences. We met with people whose lives had been improved in areas such as their physical health, mobility, emotional wellbeing, and independence.

A key strength of the service, and contributing factor to these achievements, was continuity in the workforce. The majority of the staff had worked in the service for some time which resulted in a thorough understanding of people's needs and wishes, and genuine working relationships.

People offered overwhelmingly positive feedback about their care and support. A person told us "Kelvin Care have changed my life. They have a real interest in me, and support me with anything I need". This reflected our own observations of staff interactions with people which were genuine, warm, and delivered at a comfortable pace for all. A relative explained "Not only is the care for [person's name] reliable and creative, it also gives me a life. I don't need to worry because I know they are well cared for". This demonstrated that the care meaningfully benefitted both people and their families.

The consistently high levels of care delivered had improved both people's social and health needs. We saw carers supporting people into their community, forming friendships, and using local amenities. This reduced people's risk of isolation, improved their confidence, developed positive and active routines. Health needs, which were varied and included support with mobility, skin integrity, and nutrition, were also met well. This enhanced people's wellbeing.

People's needs and wishes were recorded thoroughly in personal plans, known as care plans. All important areas of people's lives were recorded, the support they needed was highlighted, and the ways in which they wanted to be supported was clearly described. This clarity and person-centred approach ensured staff could meet people's needs and outcomes. We shared some suggestions to improve the recording of care plans, particularly around reviews and risk assessments, to further improve the service.

## How good is our leadership?

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, relatives, and staff provided positive feedback about the service's management team. Leaders were seen as knowledgeable, pro-active, and approachable. We spent time in the service office and observed managers answering calls from people in a helpful and supportive way. This was confirmed in our interviews with people who praised communication. A person using the service told us "The managers are first class. They communicate with me regularly and there's a good balance of being professional and personable".

The management team had good insight into what was happening in the service. They knew the needs and wishes of each person that used the service, and contacted them frequently to ensure they were satisfied with their care.

The service had a relatively new digital system that recorded people's care plans, and provided real-time information around people's home visits, punctuality, and the care tasks that had been delivered. This allowed the management team to have real understanding of the service and people's experiences.

We were satisfied that the above measures, and the overall service culture and values, ensured that the management team had oversight of the service and could respond quickly and effectively to any issues that arose. However, we shared some suggestions to make the quality assurance systems and service improvement planning more formal and robust.

For example, the management team met regularly to discuss people's needs but these meetings were not always recorded. We asked the service to introduce regular management meetings with a formal agenda that reviewed key themes in the service. This will include accidents, incidents, achievements, and ideas for improvement. This will make systems more robust and better evidence the good work that the team were already completing, albeit informally at times.

Similarly, leaders had developed an improvement plan that highlighted actions that could further improve standards in the service. However, this did not appear to be a tool that was used frequently. We asked the service to review its approach to self-evaluation and improvement. By formally reviewing what was going well and what could be better in the service, including the views of people, relatives, staff, and other agencies, the service would ensure its existing high standards are sustained and further improved. (See area for improvement 1).

## Areas for improvement

1. To promote people's health and wellbeing, the service should further develop its approach to self-evaluation and service improvement planning. This should include, but is not limited to, using information from formal quality assurance systems, feedback from stakeholders, and self-evaluation to inform improvement planning.

This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I use a service and organisation that are well led and managed'. (HSCS 4.23)

## How good is our staff team?

**5 - Very Good**

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

People using Kelvin Care could be assured that they were supported by appropriately qualified and developed staff at the right times to meet their needs and wishes.

Every person we visited spoke highly about their service's reliability. People knew their workers and had developed meaningful, trusting working relationships. A person told us "The staff are fantastic. I've got to know them well over the years. They come when they say they will and go above and beyond for me".

A review of rotas confirmed that people had continuity in their care with a settled group of care staff. There was a sense of confidence and trust in the service which was important to both people and their relatives.

The service provided a quality experience as well as consistency to people. A review of service records demonstrated that staff were recruited safely and in line with national guidance. There was an appropriate induction programme that included a mix of learning through training and shadowing experienced workers. And staff had access to a rolling programme of classroom and online learning, as well as supervision meetings, to enhance their practice and understanding of people.

Staff wellbeing was promoted through a consistent rota schedule that was produced in advance. This ensured that staff knew when and where they were working. Any changes to rotas were communicated promptly to all which reduced risk of uncertainty. These approaches produced a healthy work-life balance for workers as well as providing consistency for people using the service. Staff told us that management were supportive both professionally and personally. This enhanced the morale of the workforce leading to further positive working relationships with people.

## How well is our care and support planned?

**5 - Very Good**

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

Every person using the service had a personal plan, known as a care plan, which detailed their needs and wishes. Plans were comprehensive and provided clear guidance to staff on how to meet people's needs well.

We were assured that plans had a person-centred approach. They highlighted people's health and social needs, and described how they should be met in a way that was meaningful to the person. There was not a generic approach, plans contained people's specific wishes in how they wanted to be cared for by the service. This was important to promote effective and compassionate care.

We asked the service to further develop the person-centred approach by ensuring, if agreed, that people's life stories and significant moments were recorded. This could provide further insight into people and promote even stronger working relationships.

Plans contained important information around keeping people safe through risk assessments. These were generally completed well. Plans were also reviewed regularly to ensure that people's needs were being met and information was accurate. Reviews included the opinion of people and their relatives which meant people had a voice and level of influence over their service, which was very good practice.

We noted that, since the service had changed its systems, there was an inconsistent approach to recording risk assessments and reviews, with people having various templates that recorded different information. Whilst there was no evidence of any significant issues, we felt it would be safer for the service to use a consistent approach. We asked the management team to review these areas to promote more consistent practice which will ensure its high standards are maintained.

## 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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	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
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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