

Key Community Supports - Glasgow West Support Service

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Type of inspection:
Unannounced

Completed on:
6 November 2024

Service provided by:
Key Housing Association Ltd

Service provider number:
SP2003000173

Service no:
CS2004079408

About the service

Key Community Supports - Glasgow West 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 63 individuals living at home within the West of Glasgow. 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.

About the inspection

This was an unannounced inspection carried out by three inspectors from the Care Inspectorate between 28 October 2024 and 6 November 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:

We spoke with 17 people using the service and four family representatives

We gathered the views of three external professionals

We spoke with 12 staff and the management team

We observed practice and daily life

We reviewed documents.

Key messages

- 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 participated in a range of activities and local community links based on their preferences.
- The service was responsive to people's needs.
- The management team had worked hard to address recruitment challenges, and staffing was improving.

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?	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 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, and improved their wellbeing.

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

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.

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 collaborative campaigning work with TAG had resulted in the creation of a publicly accessible changing toilet in the west of the city.

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 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.

Peoples' health benefitted from effective assessment and monitoring of their needs and collaboration with external professionals and services. Feedback from external professionals was positive and reassured us that the service worked effectively with other agencies to support peoples' health and wellbeing. It was evident that staff advocated on behalf of people, facilitated communication, and sensitively encouraged people to engage with external professional support.

Comments from external professionals included:

"One of our better providers, very responsive."

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

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

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.

Some gaps in daily recordings were noted in one of the services, however we discussed this with the management team during inspection and were assured by their response in addressing this at the time.

People participated in a range of activities and had opportunities to maintain or develop friendships and relationships, and interests that mattered to them. This included going on holidays and day trips, making and displaying artwork, swimming, and attending social events with people close to them. This promoted peoples' self-esteem, confidence and wellbeing.

Comments from people included:

"I feel liberated."

"I have no complaints."

"I like my staff team."

How good is our staff team?

4 - Good

We evaluated this key question as good because there were a number of important strengths which, when taken together clearly outweighed areas for improvement, and had a significant positive impact on peoples' experiences and outcomes.

Overall, support was provided by stable and consistent staff teams. There was a good mix of skills and experience within teams. This meant that staff knew people well, and were skilled at supporting people's needs, wishes and aspirations. However, some people told us that, at times, there had been changes to their support, which was not always effectively communicated. This mainly related to the use of agency or unfamiliar relief staff, who were not as familiar with peoples' needs. We were reassured that the use of agency staff had significantly reduced recently, due to successful recruitment, and that the management team were working hard to improve stability and consistency within these teams.

An inclusive culture had been developed that offered people, relatives, and staff opportunities to express their views. This was facilitated through regular meetings, surveys, conferences, and the support of the Advisory Group (TAG), and meant that all stakeholders felt listened to and valued.

Overall, staff told us that they felt well supported and had good day to day access to a team leader. Staff told us that the management team were approachable, and accessible, and able to support both with professional development and with personal issues. Staff demonstrated a shared value-base and commitment to service improvement through their approaches and interactions. The frequency of staff supervisions and team meetings varied between services, and some staff told us that they had not had a recent supervision. Staff told us that this was improving since the appointment of a new team leader, and we could see there was a plan in place to address this.

There was a comprehensive service development plan which detailed how the service could improve. Peoples' view, wishes and aspirations, informed identified actions in the plan. This meant that it was meaningful and relevant, and likely to result in improved outcomes for people.

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?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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