

Key Community Supports - Stirling/ Clackmannan Housing Support Service

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Type of inspection:
Announced (short notice)

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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 a short notice announced inspection which took place on 19, 20 and 21 November 2024. 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 13 people using the service
- spoke with 15 staff and management
- observed practice
- reviewed documents
- received feedback from two allied professionals.

Key messages

- Key Community Supports Stirling/Clackmannan was a well-performing service that offered very good quality care and support to people. People were supported to fulfil their potential.
- Staffing pressures experienced by the service led to some challenges in delivering consistency of support to people earlier this year. The service worked hard to manage these and reduce the impact on people using the service as much as possible. Staffing levels had now increased with a high degree of staff retention.
- The service had expanded to deliver support to people who had been with a different provider as part of a TUPE transfer. This had been well managed and staff had been given opportunities to learn and develop as part of this.

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

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 received respectful support around health and wellbeing, weight management and a focus on healthy lifestyles. Staff were reflective in their practice and considered routines and preferences of people in order to promote exercise and activity in ways people would enjoy. The Funkey Friends group continued to run in Sauchie. The group continued to be well attended and enjoyed, and offered an empowering experience for people to lead, plan activities and build relationships.

There were a range of wellbeing outcomes evident across the service, these included supporting connections and friendships amongst people. We heard about an informal knitting group, trips and holidays that provided enjoyable and fulfilling activities for people with a strong sense of community. People shared with us how the support helped combat social isolation and loneliness they would otherwise experience, and this was making a huge difference to their lives.

The service worked proactively and in conjunction with health professionals to support people with specific needs and changes in their health. This included using techniques to help people maintain their skills and independence around their home, and ensuring prompt and regular access to health professionals for check-ups and screening, for example. There were pictorial tools in use for people to help them manage health conditions and stay well. We could see that people were empowered by the support they received.

People told us they liked their staff, and mainly had the same staff. Support teams were based around small staff teams who knew how to support people well. We saw that staff meetings took place where person-centred discussions happened so that the teams could share ideas or concerns and act appropriately. This helped to keep driving improvement and outcomes. People told us they did not like having agency staff that they did not know.

People were planning a trip away with support from staff. Other people had been away for short breaks or holidays earlier in the year. We saw how people had been supported to maintain their homes and were pleased to note improvements in some people's home environments from the last inspection. This demonstrated how the service was striving to support people to achieve their goals.

Interactions between staff and people using the service were very respectful and kind. We saw that people liked their staff and there was genuine warmth and positive regard for each other evident.

Medication recording practices were overall very good with safe systems in place for those people who needed full support for medication. People who were able to manage their own medication had appropriate levels of support in place, sometimes using technology for prompts and keeping their own records. This enabled autonomy and control for people. There was a verbal communication between staff in the service and office based staff where medication changes happened mid cycle. We advised the management team to look at a more robust system to ensure transcribing error risks were minimised.

We heard from some people who felt they needed to receive more direct confirmation that things had been acted on when they raised any issues about their care and support. We fed this back to the management team as something they could work on to ensure matters were concluded for people.

Adult protection issues were well managed and acted on appropriately within the service to keep people as safe as possible. The service worked collaboratively with other professionals to ensure that they could respond effectively to meet people's needs and keep them safe. Professional relationships with stakeholders were viewed much more positively by both sides.

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 within the Stirling part of the service described improved morale and motivation for their work. Staff who had been transferred told us how they had been welcomed and supported to the organisation, and felt they were now accessing better training, supervision and support. Staff described feeling safe at their work, with appropriate actions taken to ensure staff safety when lone working or going between support visits. Issues over rotas and communication between team managers and staff had improved. There was a more trusting relationship across the team. Staff in the Sauchie part of the service commented that changes to the management had been seamless and they continued to feel valued and supported at work.

The biggest challenge had been in staffing levels within the Stirling part of the service. These challenges had led to use of agency staff which people using the service told us they did not like. Appropriate actions had been taken, with recruitment activities underway regularly to bolster permanent and relief staff numbers. We saw that from the staff recruited throughout the year 85% remained employed at the time of the inspection.

Induction and training were very good. This offered new staff the opportunity to reflect and learn in a supportive environment. Staff were also supported with achieving qualifications relevant to their roles. Staff described feeling supported with requests for transfers or time off to offer them a better work life balance.

Agency usage had significantly reduced and should decrease further once final recruitment is completed. Care was taken as much as possible when accessing agency staff to try to match skills and abilities and ensure continuity wherever possible.

Staff communication between each other had improved. There was less friction and the work that had gone into supporting the team with changes in management and expectations was evident. The relationships and culture amongst the team were more positive. Communication and relationships with external professionals was much improved, with external professionals praising the teams.

There was very good support to staff to ensure they were skilled and confident around responding to behaviours that can challenge. There was an internal behaviour support input as well as external professionals as needed. This helped manage risks to people using services and staff, and equipped staff to deal with these kinds of situations.

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?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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