

Key Community Supports - Falkirk 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:
CS2004073249

About the service

Key Community Supports – Falkirk is registered as a combined housing support and care at home service and provides support to people who live with a disability in the Falkirk area.

Key Community Supports is a national organisation that supports people with a disability. At the time of the inspection, the service was provided across four main sites with people living in their own accommodation in and around those locations.

The service is staffed by teams of support workers, team managers, service managers and the registered manager.

About the inspection

This was a short notice announced inspection which took place on 12, 13 and 14 February 2025. 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 10 people using the service and one of their relatives
- spoke with staff and management
- observed practice and a meeting of the local TAG group
- reviewed documents.

Key messages

- Key Community Supports - Falkirk provided very good care and support to people.
- Staff were well trained and supported by management. They were motivated and enthusiastic about their roles and demonstrated very good values and attitudes.
- Plans to enhance activities to support health and wellbeing should contribute towards continued very good outcomes for people.

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 were well supported to ensure they had access to health input and treatment as needed. Staff frequently advocated for people in relation to their health and wellbeing, and independent advocacy was also used as a way of supporting people to express their needs. Staff worked effectively with other agencies and professionals to ensure people could access appropriate professionals and the right support, including Speech and Language Team (SALT), community learning disability team (CLDT), Physio, as well as GP and emergency treatment as needed. This helped ensure people got the right treatment.

People were supported to maintain their health and wellbeing through being supported to access medication at appropriate times. Staff were well trained in medication practices and procedures were in place to ensure any errors or discrepancies were followed up appropriately.

People experienced better health because there was structure around their week which people felt overall was consistent. This meant that people received regular planned support and could engage in activities that promoted their wellbeing. At times when the service needed to be more responsive to any changes, they did this effectively. This meant that people received responsive care and support.

Where people experienced declining health, the level of support and care provided had been adjusted to meet their needs and support people to exercise their choices. This demonstrated one of the many ways in which the service delivered person-centred care and support.

There was genuine concern for people demonstrated by all staff working across the service. We could see that staff knew people really well, and had positive relationships with them. For some people, they had some staff they found easier to talk to than others, and the service tried to work in ways that enabled those relationships to continue to flourish in positive ways, whilst avoiding unhelpful dependency on individual staff. This meant that people could be confident staff supporting them were well informed and worked consistently to support people in ways that were meaningful to them.

People received support with things like healthy eating and weight monitoring, personal care and exercise activity, for example. This was incorporated into people's personal plans but not always adhered to. We acknowledged this could be challenging as people were encouraged with choices and may not always engage in making the healthiest choices. We suggested using the service user led forum to promote this focus, and the management team were quick to respond to this and put things in place. Further work had been planned around other health and wellbeing topics, such as caring for smiles and reintroducing the Thursday club with a focus on wellbeing. We look forward to seeing how this has progressed at the next inspection.

There was strong management and leadership in place to help ensure positive outcomes for people. For some people who were experiencing declining health and mobility, for example, managers worked hard to advocate for people and highlight how people's needs were changing through review discussions.

People were involved in recruitment of staff in meaningful ways. This helped ensure that staff were recruited with consideration to what was important to people using the service. There was a sense of

community that the service user led group helped to enhance, and social events and activities were organised through this that helped ensure people had access to enjoyable fun things to do. The group supported the empowerment of people to voice their wishes.

We spoke with one relative who told us they felt "Staff are all approachable, and they have really gone above and beyond" for their loved one. People using the service told us they liked their staff and enjoyed doing interviews for new staff. We observed really warm, caring interactions that offered kind support to people.

Where people used equipment to support them with mobility, this was checked and maintained to ensure their safety. We could see very good detail within care plans about how to safely support people using equipment, and made a suggestion about one care plan that could have had a little more detail.

For people who had different communication needs, there was very clear information about this and we saw that staff knew people really well and were able to update information on this.

People were supported to access health screening as appropriate and in line with relatives' or welfare guardians' wishes. We suggested enhancing health outcomes by developing a tool to capture health screening records and what to look out for if screening is not an option for people. This could enable people with lower levels of support to have clearer overview of their health and wellbeing.

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 were available in sufficient numbers and skills mix to meet people's needs. Staff who were new to the service received a structured induction which included shadowing for a minimum time with more time given if needed. Staff teams in one part of the service had undergone some changes recently and some staff still had questions about this. The management team were holding meetings with both staff and people using the service to go over the changes and clarify anything people raised.

Staff provided one-to-one support at agreed times to ensure people's needs were met. There was flexibility within rota planning to allow for changes, and staff worked flexibly with this in mind. The service responded appropriately to changes in people's lives; for example, as they became more independent or their needs changed. This meant staff were responsive and flexible to people's needs.

Staff described feeling well supported, that there was always enough staff on shift, and they were never on their own with an issue or an incident. We could see from speaking to staff and reviewing documents, such as incident reports, for example, that access to a manager at all times was available. The service had recently surveyed its staff, and findings were positive. These demonstrated that staff felt things were more stable and consistent, and they felt valued in their roles. This was reflected in what staff we spoke with shared.

Staff felt they had been well supported, when people they had supported for a long time passed away. Support had also been provided to people who shared their home, with their needs considered. People were able to contribute ideas for tributes at funeral services and were included in remembering people. This helped the staff team and people using the service to support each other.

Access to training and development was very good. Staff appreciated that they had access to e-Learning to support their knowledge and practice, and felt the system worked well in informing them of things that they needed to refresh, as well as offering other varied topics they could easily access. There were opportunities for staff to achieve qualifications relevant to their post, and development opportunities were available. This helped support a culture of continuous learning and improvement.

There was a mentoring programme available for staff to learn and share experiences. This was designed to support new staff and could also offer reflective learning for experienced staff acting as mentors, as well as development opportunities.

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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