

# Keane Premier Support Services North Lanarkshire Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
14 February 2025

**Service provided by:**  
Keane Premier Support Services Ltd

**Service provider number:**  
SP2013012187

**Service no:**  
CS2024000102

## About the service

Keane Premier Support Services North Lanarkshire (KPSS-NL) registered with the Care Inspectorate in March 2024. It provides support to adults, including younger adults living in their own homes, mostly in the Airdrie and Cumbernauld areas.

The service works closely with health and social care services to tailor support around the needs and preferences of individuals. Assistance can include personal care, social activities to keep people stimulated and involved in their communities.

At the time of our inspection, KPSS-NL supported 49 people.

The provider is Keane Premier Support Services Ltd.

## About the inspection

This was an unannounced inspection which took place on 11, 12, 13 and 14 February 2025. The inspection was carried out by two inspectors 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 four people using the service and four of their family members
- received five completed electronic surveys from people using the service
- spoke with six staff and management
- received 19 completed electronic surveys from staff
- communicated with four health and social care professionals
- received seven completed electronic survey forms from health and social care professionals
- reviewed documents.

## Key messages

- people receiving support from the service were very satisfied with it
- families also viewed the care and support their loved ones received very highly
- staff were appropriately trained and felt well supported
- health and social care professionals complimented the service on joint working
- care and support was tailored to the individual's needs, strengths and preferences
- support was regularly reviewed and adjusted, if required to ensure good outcomes.

## 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
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.

People who received care and support from KPSS-NL held the service in very high regard. All the people we spoke with or heard from were very happy about their experiences. Some had spent time with other care services and made clear that the support they now received was better organised and delivered than before.

Families told us that their loved ones benefitted from a service which treated their loved ones respectfully and, where possible, gave them choices on how they wanted supports to be provided.

People told us that staff were compassionate and maintained their dignity at all times. The care staff we spoke to were extremely knowledgeable about people's support needs and how they should be cared for. This meant people received the most appropriate care in ways that improved their outcomes.

We were satisfied, when looking at care records and speaking to people, that staff were confident in raising concerns about people's health, for instance, skin health or low mood with their managers. Health professionals told us that the service worked well with them to help ensure people maintained good physical and mental health. They said the service worked closely with them and followed their advice. We also saw that people received appropriate support with medicines from staff. This overall approach meant people's health and wellbeing was maintained and sometimes improved.

The service supported some people who had experienced considerable challenges in their lives. We heard from health and social care professionals how the care provided by KPSS - NL had led to improved outcomes for these individuals. This reflected the service's determination to work with people to find the right way of assisting them and encouraging people to be as independent as possible.

## How good is our leadership?

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.

The service actively encouraged people to think about how their supports were delivered and if improvements were required. As well as regular, formal reviews of the supports senior staff and management visited people on a regular basis to discuss this. This meant people were in control of how they were supported.

The service undertook audits of care plan to ensure that these were accurate, up-to-date and centred on people getting the best out of life.

Management carried out observations of staff while they supported people. This included areas like assisting with medication and providing personal care. Staff were provided with feedback on their work while management could be assured that staff were providing the required standard of care.

Staff supervision took place on a regular basis. This involved care staff having opportunities to discuss the people they supported and any changes needed. Supervision also included staff being acknowledged for their commitment. Staff told us they found these sessions valuable.

The service had systems in place to ensure care staff undertook relevant training, including supporting people to move safely, protecting vulnerable adults and infection control. This meant people could be confident that those supporting them were properly trained and competent.

We discussed some of the policies and procedures used by the service. We were concerned that some of these, including infection control and adult protection, were not appropriate for the kind of setting KPSS-NL works in. The provider has told us these will be reviewed to ensure appropriateness.

### 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 told us they enjoyed their work and said they could see how they can make positive impacts on people's lives. They said the training they received equipped them for the work they did. Most thought they had enough time to support people properly, with a small number saying they could do with more time.

We were satisfied that care staff were aware of their responsibilities in protecting vulnerable adults. Staff were able to explain how they would report any concerns to management.

The service had, prior to our inspection, challenges due to temporary staff shortages. This situation had improved and there was sufficient staff to meet demands. Staff worked well together and people told us how good teamwork was obvious when they were supported by more than one staff member.

Staff said they were well supported, not only in training and supervision, but also by a management team that made themselves available for support and guidance. An on-call service was available to staff and people using the service. This ensured any issues or concerns could be dealt with without delay.

### How well is our care and support planned? **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.

Care plans, sometimes called support plans, play an essential part in people being supported by care services. They should provide information about the person supported. For instance, as well as their support needs, they should give information about people's preferences on how they wish to be supported. The plans should also give some information on the person's life like their upbringing, work life and family networks. Guidance to staff on how to go about providing care should be clearly outlined.

We found the service's care plans to be very well completed with information on people's needs and how these should be met. They also had relevant information people's backgrounds as well as their likes and dislikes. People and families were involved in developing the care plans and they told us they felt listened to and had their views taken into account.

Care plans should be reviewed no less than every six months. We were satisfied that this happened at KPSS-NL. We saw that they took time to look at what impact the care and support was making on people's lives and what changes might be required.

The service ensured that any changes agreed with people and their families at reviews were inputted into the care plans without delay. This ensured staff were given the most up to date guidance on providing supports.

## 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?	5 - Very Good
2.2 Quality assurance and improvement is led well	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
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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