

Key – Dunbartonshire Housing Support Service

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Type of inspection:
Unannounced

Completed on:
6 March 2025

Service provided by:
Key Housing Association Ltd

Service provider number:
SP2003000173

Service no:
CS2004073239

About the service

Key Dunbartonshire provides care and support to people with complex health conditions across West Dunbarton and East Dunbarton Council areas.

At the time of the inspection, the service supported around 175 individuals in their own homes or supported group accommodation. A wide range of supports are provided. This includes support with personal care and medication and helping people be active in the community through employment, clubs and organisations.

Care and support is provided from five local bases in Milngavie, Kirkintilloch, Dumbarton, Faifley and Dalmuir.

The provider is Key Housing Association Ltd.

About the inspection

This was an unannounced inspection which took place on 4, 5 and 6 March 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 13 people using the service and 5 of their family members
- spoke with 15 staff and management
- observed practice and daily life
- reviewed documents
- had contact with 4 professionals familiar with the service.

Key messages

- There is high level of satisfaction among service users
- Families have confidence in service to keep their loved ones safe and active
- Staff are appropriately trained and committed to their work
- Associated professionals value the service's approach to joint working
- The service requires to do more to ensure regular reviews of care take place.

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.

We were not able to communicate fully with all the people we met. However, it was clear from our visits they enjoyed the company of the staff supporting them and we saw staff engaging with them in respectful, patient ways. People who did express views told us:

"Staff are brilliant and I get supported to do the things I want."

"Service has saved my life, I choose where to go but like staff to suggest places."

"Get on well with staff, have a laugh."

Family members were also positive about the service. Comments from them included:

"Staff really, really good."

"Do absolutely amazing work."

"He absolutely loves the staff."

They said Key Dunbartonshire kept them up to date on how things were going and they felt involved in decisions about how supports should be provided. Some mentioned having the service involved reduced the amount of stress and worry they had; they were relaxed knowing their loved ones were safe and well looked after.

Health and social care professionals told us Key Dunbartonshire work well with them to produce positive outcomes for people. They said the service is person-centred and is successful in helping people develop key life skills.

From our visits to people's homes, speaking to families and others as well and reviewing care records we saw care and support was built around the individuals. This included people getting support with medication safely, staff knowing how to act if people had seizures and contacting health services when required. People were also supported to pursue their interests and preferences. This ranged from simply being able to go out and about, go swimming, dancing, attend community clubs and find meaningful employment. This approach ensures people's health is maintained and they are physically and mentally stimulated to help get the best out of life.

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 had a positive approach to continuous improvement. Consultations with people using the service and families were used to get general views of the service. At an individual level care staff and managers worked closely to adjust help provided to take account of changed circumstances or choices made by the individual.

Surveys of staff also took place asking about job satisfaction and awareness of responsibilities in protecting vulnerable adults and importance of good infection control. Overall responses were positive with management following up in specific areas like improving communication and support to individuals with mobility issues. Health and social care professionals were also asked their views on the service and responses were positive.

Incidents and accidents and complaints were clearly recorded. Importantly, they were used to decide if lessons could be learned. For instance, identifying the need to redo risk assessments to keep people safe following an incident.

Care plan audits took place to ensure that these plans, sometimes called support plans, were accurate, up to date and focussed on improving outcomes for people. These audits formed the basis of a well produced action plan. However, the actions identified were not signed off as completed meaning we could not be assured they took place. The service has agreed to look at this.

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.

The service had very robust procedures in place for recruiting new staff. This included identity checks, proof of right to work in the UK as well as checking work history and references. This meant people could be assured that all reasonable steps were taken to recruit safely and in line with legislation and good practice.

The service used agency staff at times when contracted staff were not available. There was a system in place to ensure agency workers were supported to provide appropriate care to people. This included having time to read people's care plans, risk assessments and guidance on essential areas like support with medication.

Staff compliance levels on training on subjects like protecting vulnerable people, supporting with medication and moving people safely were at a satisfactory level. Some staff, supporting people with specific conditions like epilepsy and having seizures, received additional training on this, including use of emergency medication.

Staff told us they were very happy working in the service. They felt well supported by their colleagues and management. They said management made themselves available and they felt comfortable in approaching them. Supervision happened on a regular basis and they found this useful. Team meetings were very regular and involved the staff supporting specific individuals.

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 or support plans are essential to provide relevant information about people being cared for and guidance to staff on how best to provide that care. The care plans at Key Dunbartonshire were well completed. They provided information on the person's background, including family network, their preference and interests and what outcomes were expected from the service's involvement. Risk

assessments to keep people and staff safe were appropriate. Guidance to staff, for instance, on how support someone who was upset or distressed, was clear.

Each person had a printed version of their care plan and related paperwork in their home, which is good practice. We found a small number of these not to be in good order. Paperwork was, one place, in some disarray. We believe this might lead to staff not being able to locate key information or recordings. In another example, we found different versions of how a person with specific health conditions should be supported. The provider has agreed to address these issues and we will look at this at future inspections.

Reviews of care should take place no less than six-monthly or more often if required. We saw some good examples of reviews which showed what was working well and what should change or be improved to meet outcomes. Not all reviews happened when they should and we found a small number were out of date. The service has introduced a tracker system to ensure this issue is rectified. We have made an area for improvement on this and will look at reviews at future inspections. (See area for improvement one).

Areas for improvement

1. The provider should improve its system of care reviews to ensure these happen no less than six-monthly. Reviews should include updating of risk assessments.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'I am fully involved in developing and reviewing my personal plan, which is always available to me.'

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 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
3.1 Staff have been recruited well	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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