

Kingdom Housing Support - 1 Housing Support Service

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Service provided by:
Kingdom Support and Care CIC

Service provider number:
SP2016012806

Care service number:
CS2016351149

About the service

Kingdom Care at Home 1 and Kingdom Housing Support 1 is registered as a combined care at home service and housing support service and service. The service is provided by Kingdom Care and Support CIC.

The service is available to people with a range of needs for support including; older people, people with learning disabilities, people with mental health problems, people with physical disabilities, people with drug/alcohol misuse problems, people with visual/hearing impairment and people who are homeless.

The service supports about 150 people at any one time. The turnover in the number of people who use the Outreach Service means that about 270 people had used use the service over a year.

The service support people in different settings including:

- Shared or single occupancy houses, with 24 hour support.
- Visiting support varying from visiting once a week, to several times a day, or for most of the day, for people who have their own tenancies, or live with their families.

People who use the service can live in their own homes, or in homes provided by Kingdom Housing Association or other housing providers. The service operates in the western Fife in the towns and surrounding areas of; Dunfermline, Rosyth, Kirkcaldy and in the Falkirk Council area.

The service is provided by a manager, service coordinators, senior support workers and support workers across five team of; Dunfermline, Rosyth, Outreach, Falkirk and Slamannan.

The aims of the service included:

'Our aim is to support people to have a safe and secure home, to live as independently as possible in their own home, to live as full a life as possible and to be part of their local community.

We provide flexible, responsive and person centred support which assists people to live their lives as they wish and to enable them to meet their desired outcomes.

We put people at the heart of planning their support and listen closely to:

- Help you to work out what support you need.
- Help you to plan and organise your support.
- Provide the direct support you need in a flexible way which meets your needs and desired outcomes.

We support people's right to be in control of their own lives and the right to make informed choices about their lives, including the opportunity for new experiences.'

What people told us

We met five people using the service and spoke to six relatives, and had eight questionnaires returned to us by people and their relatives.

In the questionnaires everyone agreed that:

- My support plan tells people about me and what I like.
- The service helps me to be as independent as possible.
- Staff treat me well.
- Staff members have enough time to support and care for me.
- When I tell the service I am unhappy with anything, they do something about it.

All but one person agreed that:

- Staff know how to support me.
- I feel safe in the service.
- I am confident staff have the right training and skills to support me.
- I am asked for my views on how things can be improved.
- I feel my views are listened to by the service.
- Overall I am happy with the quality of care and support this service gives me.

Half of the people agreed that there are a lot of staff changes in the service.

Comments from people included:

'My personal plan states what is needed to make for my relative to feel safe and to manage transitions between staff shifts. The staff are very good are encouraging my relative and motivating him to try things for himself. They are respectful of his feelings and how he likes things done. The staff are well-trained. The staff team are very good, but it has been difficult to retain staff, and there are last-minute changes to staff on the rota, which makes my relative feel insecure. The service should do more to retain staff and avoid last minutes changes to the rota.'

'I take a long time to adjust to change. I prefer having the support of female staff. Due to staff shortages if I get staff who don't know me this causes me a lot of anxiety. The staff who know me have enough training.'

'The personal plan gives the care staff insight into my relative's likes and dislikes and what she can cope with. She enjoys the support provided to her and talks a lot about her support time. I like that the staff record what they do during each support time. The care staff discuss with her and me what activities and outings would suit her, such as physical activities like swimming. She has had the same care staff. The support allows her to go out and take part in activities, which has made such a difference to her life. I have felt at ease with the support that the staff and service.'

'Our son has support each morning to get ready for his day care. We have regular reviews with the service and his other services. The service is always open for discussion and listen if I feel there are any problem, which are few very few. The staff are very respectful. The staff have regular training on his needs. New staff double up with regular staff until they feel comfortable that they can support him. I am very happy with the service for my relative.'

'I have had the service for about a year. I have been happy with it. I feel the staff are reliable, consistent and interested in me as a person, and not just a service user. There are four staff I see on rotation. I am used to seeing them and feel happy and at ease that they understand my needs. I have a very detailed personal plan which tells the staff all the important information about me. The plan is reviewed with me and any changes are agreed. I feel safe as the staff are knowledgeable about my medical and personal care needs.'

'My relative's support plan is important to him because he needs a routine. He likes to know who is working with him, and he is comfortable with the staff member. The staff really know how to support my relative's likes and dislikes and his routines. At review meetings I get very good feedback, and we plan what else my relative would like to do and what is suitable for him. The staff encourage my relative to be as independent as possible. The staff are well-trained and have the experience to support him with his challenging behaviours. There have been a lot of staff changes, but the service tells my relative when staff move on and introduce new staff in small stages until he is comfortable with them. If it does not work out with the new staff member they no longer support my relative. Overall the service is doing a fantastic job supporting my relative as he is happy.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

We were impressed with the high quality outcomes for people using the service.

People can be confident that they and their relatives will involve them in planning their support, and will listen to and take action on any concerns. The people who use the service, and their relatives, were involved in preparing their personal plans, and reviewing the plans and goals. The plans included people's strengths, likes, dislikes, what worked best in supporting them, and the importance of their relationships with other people. The service recorded any concerns raised with it, and how they had been resolved with the person raising them. People confirmed that they felt confident in approaching the service with concerns and these would be responded to.

People can be confident that the service will meet their support and care needs and personal preferences in an individualised way. People's personal plans reflected what they wanted from the service, which were their personal outcome goals and how they would achieve what they wanted. These including developing and maintaining people's independence and self-esteem through using new and old skills, taking part in social and community activities and supporting them to pursue individual interests. The service's approach to meeting people's personal outcome goals made a very positive difference to the quality of their lives.

People can be confident that staff will look out for changes in their health and care needs, and respond appropriately, such as contacting healthcare staff and liaising with them to ensure needs were met. The staff were familiar with people's needs and wishes as needs were met by small teams of consistent staff. This was reassuring to people as they were being supported by staff they knew, and who knew them well.

People who had complex needs can be confident that the service used good practice approaches to support them. The service ensured staff had the appropriate skills and confidence to meet individual's healthcare and behavioural needs through appropriate staff training, staff support, and advice from the people's healthcare staff.

People were supported to live as ordinary a life as possible, through managing risks positively, with minimal level of interventions and least restrictive measures to ensure people's welfare and quality of life. We were very impressed by the role and impact of the Positive Support Officer in preparing behavioural guidelines for greater consistency of support by staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of staffing

Findings from the inspection

The service had an enthusiastic and effective workforce that operated to a very high level of practice.

People were very positive about the relationships they had with their support staff. They told us that staff were interested in them as persons, treated them with respect, supported them to be as independent and safe as possible, and knew how to support their needs.

People can be confident that staff had the necessary training and support to meet their needs. The management of the service supported staff and was committed to developing its training programme for staff development. The service had a very structured approach to supporting staff learning, development and support. Staff were supported to get vocational qualifications in care. The service was supporting all staff to register with the Scottish Social Service's Council over the next two years.

Support workers felt supported by senior staff in their work, as they could readily ask for advice or assistance on how best to support people. Senior staff evaluated support workers' strengths and areas for development, and each support worker had an individual training and development plan.

Support workers contributed ideas about how to better support people in staff meetings, which promoted consistency for people's support. Staff were keen to take on delegated responsibilities to further develop themselves, and contribute to the service. For example we were impressed with the ideas put forward by staff we spoke to, such as improving communication methods between people and staff, so that people's views and wishes are better known.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of management and leadership

Findings from the inspection

The service continually strived to improve its service for people through its quality assurance processes, development plans, and seeking the views of people who use the service, their relatives and staff. The service's processes were used effectively and supported high quality outcomes for people and supported staff in their work.

We identified two areas for improvement. As the service has a very good capacity to sustain and improve on its quality no recommendation or requirements are made.

The service's incident reporting system had not been fully used to show senior management had agreed that appropriate action had been taken after an incident to reduce recurrences. The provider agreed that the service would follow its own procedures for senior management to review all incidents.

The service had undergone a significant increase in size in one area. While this had the positive effect of providing high quality support to more people, it had also been accompanied by a high turnover in staff in that area. This had reduced some people's confidence in the service. The provider agreed that the priority in that area was to reduce staff turnover, for greater consistency and sustainability of the service, before further growth in the service would take place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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