

Kingdom Housing Support - 2 Housing Support Service

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Service provided by:
Kingdom Support and Care CIC

Service provider number:
SP2016012806

Care service number:
CS2016351147

About the service

Kingdom Care at Home 2 and Kingdom Housing Support 2 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 sensory impairments, people with drug/alcohol misuse problems, people who have been homeless and a service for Chinese older people.

The service supports 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, to people who have their own tenancies, or live with their families.

The service supports about 100 people at any one time. The service operates in central and eastern Fife including; Glenrothes, Kirkcaldy, Kennoway and Cupar.

Not all people who use the service are living in Kingdom Housing Association properties. The service is provided by a manager, coordinators, senior support workers and support workers in five teams; Balfarg, Collydean, Locheil, Kennoway and Saunders Court.

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 six people using the service and spoke to one relative, and had 12 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.
- Staff know how to support me.
- The service helps me to be as independent as possible.
- I feel safe in the service.
- Staff treat me well.
- Overall I am happy with the quality of care and support this service gives me.

All but one person agreed that:

- I am confident staff have the right training and skills to support me.
- When I tell the service I am unhappy with anything, they do something about it.
- I am asked for my views on how things can be improved.
- I feel my views are listened to by the service.

All but two people agreed staff members have enough time to support and care for me.

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

Comments from people included:

'My relative's support plan suits his every need. There are six monthly reviews with us and his staff to discuss and agree about his care. During reviews the service always asks for our views, and we give our views at other times too. The staff encourage our relative to be as independent as possible. The service ensures that our relative is safe. The staff treat him with respect and dignity. Our relative has complex needs and staff are aware and well trained to meet his needs. The staff turnover has been fairly stable and we are introduced in new members of staff. We have peace of mind that our relative is given such good care.'

'I wanted to go to Eurodisney and they helped me to do this. I also wanted my own car and they helped me get one.'

'The support plan is prepared in partnership with our family and relative. It is accurate, comprehensive and updated. There are regular meetings, reviews and updates between the service and us. We are consulted regularly about our relative's support. Our relative is supported in many and varied activities in and outwith her home. The staff are open to new ideas about activities as they arise. She has one to one support at all times and so is well supported. She seems happy in her home. The staff care about her, and do their best to ensure she is safe and happy. Staff changes can cause her distress because these forms attachments to staff members she likes and it takes a long time for new staff to understand her complex needs and communication. We are still discussing with the service how to support her with some healthcare visits which is a significant issue for us.'

'The staff help me to be independent. I can go to the local shops by myself. The staff always make me feel safe.'

'The personal plans are detailed. I think the plans should include accessible pictorial information for people. The support staff have good knowledge and understanding of the person's needs. She is included in decisions as much as possible. The staff highlight health and safety concerns as they arise. There was a period when staff changes were frequent, but things have settled and staff members are more consistent. The person is happy and settled and staff are always seeking to improve services and sourcing new ideas and activities.'

'I have regular staff. I know who is coming to my home through planners sent to me. They help me look after myself and home. My personal plan lets staff know what is important to me and for me. At my review we go through everything and I have regular meetings with my keyworker. The staff speak to me in a respectful way, and listen to me if I have concerns.'

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	6 - Excellent

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. There was scrutiny and debriefing after incidents to better support staff, to review whether guidelines were sufficient, and to consider how to reduce the likelihood of recurrences.

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. The service planned for more staff to have behavioural support training to support people and colleagues with support approaches, and staff with ideas for outcome focussed improvements would be supported to take these forward.

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.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

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

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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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