

# Kingdom Housing Support - 1 Housing Support Service

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Telephone: 01383 741220

**Type of inspection:**

Announced (short notice)

**Completed on:**

3 December 2018

**Service provided by:**

Kingdom Support and Care CIC

**Service provider number:**

SP2016012806

**Service no:**

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. The service is provided by Kingdom Support and Care 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 200 people had used 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, totalling 126 staff members or 94 whole time equivalent (40 hours is one whole time equivalent), across five teams 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 four people using the service and one relative, and had 16 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.
- I feel safe in the service.
- Staff treat me well.
- When I tell the service I am unhappy with anything, they do something about it.
- Overall I am happy with the quality of care and support this service gives me.

All but one person agreed that:

- Staff know how to support me.
- Staff members have enough time to support and care for me.
- I am confident staff have the right training and skills to support me.
- I feel my views are listened to by the service.

Most people agreed:

- I am asked for my views on how things can be improved.
- There are a lot of staff changes in the service.

Comments from people included:

'I need constant reassurance that everything is OK and to explain things to me. My plan has my likes and dislikes. New staff get to read this. The staff who know me stick to my routines. There are staff changes and new staff don't know my routines as well which upsets me. I need time to adjust to new people. Staff help me do things for my self to be more independent.'

'I have a high quality service. I get help with my money management, shopping, appointments and housework. The staff keep a check on my welfare. I am supported to be independent as possible. The staff treat me with respect.'

'I am happy with my support plan. It tells staff about me. The staff know how to support me. They are good at their job. I have become more independent throughout the years with their help and encouragement. The staff treat me well and have looked out for me when I have been unwell. Now and then staff change and I get new staff. I don't mind as it's life and I understand that. If I disagree with something the staff listen and they do something about it. I like my staff as they are very caring and I am thankful for my service.'

'My support helps me to live in my house and have as full a life as possible. The service is helping me be more independent. There are regular reviews of my support with everyone necessary. I am treated with respect and the staff listen to my wishes where possible. I have a good staff team and like everybody. I can chat to my keyworker about any issue.'

'I made my plan with my keyworker. She knows me well. I get to choose what I do what I want. I go out to places. The staff make sure I am safe. I stay in my own house. I picked everything myself.'

'Staff ask me how I like to do things. The staff help me to do what I can myself and to learn new skills. I feel safe in my own house. The staff treat me well. If I had any concerns I would tell my senior and relative and they would help fix it. The support staff are all good and help me if I need anything.'

'My son likes to know who he is working with and he likes to choose what he is doing day-to-day. The staff who care for my son are very good and he is well looked after. They know when he needs help and when he is unwell. They help him with his everyday routine and let him do things for himself which he enjoys. He is very happy and comfortable in his flat and with the service. There have been a few changes of staff and he has coped well with the changes. He tells the staff if he is unhappy and this is dealt with well by the staff. I am very happy with the care and service my son is getting.'

## 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.

## 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

## What the service does well

We were impressed with the high quality outcomes for people using the service. The people who use the service, and their relatives, were involved in preparing their personal plans and reviewing 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. 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.

People can be confident that the service will involve them and their relatives in planning their support, and will listen to and take action on any concerns. The service had worked closely with a person, and their relative about reducing the number of staff transitions over a day, and to have as few staff as practical, to reduce the person's anxiety about changes and for greater consistency of support.

People can be confident that the service will meet their support and care needs and personal preferences in an individualised way. This approach had helped people to make positive moves in their lives. One person was supported to move from a care home to their own flat. Staff had visited the care home to get to know the person, and involve them in preparing their flat to move into. The service supported people to develop and maintain their independence and self-esteem through using new and old skills, taking part in social and community activities and supporting them to pursue individual interests. As the person's confidence had grown they now managed without a sleepover staff member in the flat, and had staff on call overnight at a neighbouring house. The person had also chosen a range of activities in their home and in the community they enjoyed doing and fulfilling.

The service supported people with complex behavioural needs with constructive goals and approaches and in collaboration with other professionals. For example the service supported a person to do activities they enjoyed, and to learn independence skills, in their home and in the community. The service selected staff who enjoyed working with the people, and the challenges they presented and kept to a practical minimum the number of staff who supported them for greater consistency of support. The service used physical measures such as secure windows for some people's safety in their home, to complement support from staff members and after agreement from people's representatives.

People can be confident that staff had the necessary training and support to meet their needs.

People in the service have taken part in recruitment and selection of new staff. Applicants had met people who use the service and their interactions with people are observed, people gave their opinion on applicants verbally or non-verbally, in how they responded to them.

All new staff had a thorough induction period of small group and workbook learning, which included care knowledge, skills and values, and shadowing of experienced staff. 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. We were very impressed by the role and impact of two positive support staff in preparing behavioural guidelines for greater consistency of support by staff.

The service had a very structured approach to further 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 (SSSC) over the next year. Senior staff evaluated support workers' strengths and areas for development, and each support worker had an individual training and development plan.

The service had an enthusiastic and effective workforce that operated to a very high level of practice. Support workers told us they felt supported by senior staff in their work, as they could readily ask for advice or assistance on how best to support people. Support workers contributed ideas about how to better support people in staff meetings, which promoted consistency for people's support.

The service was working hard to recruit staff to fill vacancies. It was also aiming to increase staff retention, to provide better continuity and stability for people's support. The service was seeking more staff ideas for improving the service, and their working conditions. The service was recognising through awards, exceptional performance by individual staff members.

The service was looking to provide further career progression for staff in the following ways. To improve the number of staff who applied for senior posts, support workers have been offered a development course to develop their skills, insight and confidence when applying for senior support worker posts. Staff were keen to take on delegated responsibilities to further develop themselves, and contribute to the service. Support workers were being offered opportunities to be a co-keyworker alongside the senior support worker, to take on delegated tasks to meet people's outcomes.

Since the last inspection there had been changes in the management of the service. The service had a new manager. The people and staff we spoke with knew the manager, and were confident in how they were leading the service. In one area a new coordinator had been appointed, after a period without a coordinator. Again people and staff in that area were happy with the positive changes they had already brought about. For example the planning and implementation of the staff rota had been improved which gave more continuity and stability for people being supported and their staff.

The service continually strived to improve its service for people through its quality assurance processes, development plans, seeking the views of people who use the service, their relatives and staff. The service used its incident reporting system to ensure that appropriate action had been taken after an incident to reduce recurrences.

## What the service could do better

We identified some 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 should obtain written guidance from the relevant healthcare practitioner when there is a healthcare issue that staff must take into account when supporting a person, such as allergies or adverse reactions to medicines.

Where physical means are being used to protect a person from harm on the basis of interim protection measures, the service should ask for formal legal powers be delegated to them to continue using the measures.

The service should ask the Fire Service for advice on keeping a person's exit doors both safe and secure.

The service was advised to notify the Care Inspectorate of certain incidents, and notifications about these incidents had been made since the inspection visit.

The service was advised to keep its improvement plan under review to set further goals or improved outcomes, based on; feedback from people who use the service, their relatives, professionals, staff, the new Health and Social Care Standards (HSCS) and good practice guidance. The plan should be shared with people who use the service, their representatives and staff.

## Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

## Complaints

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

## Inspection and grading history

Date	Type	Gradings								
28 Mar 2018	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	6 - Excellent	Management and leadership	5 - Very good
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