

Care service inspection report

Full inspection

IKL Care **Support Service**

62 Alloa Business Centre
Whins Road
Alloa



HAPPY TO TRANSLATE

Service provided by: IKL Care a partnership

Service provider number: SP2013012227

Care service number: CS2013322920

Inspection Visit Type: Announced (Short Notice)

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	6	Excellent
Quality of staffing	6	Excellent
Quality of management and leadership	6	Excellent

What the service does well

The service ensures that service users' health and wellbeing needs are met and there are very high quality outcomes for service users. The service responds promptly and in an individual way to service users' and relatives' requests to change their care arrangements and changing needs. We were impressed with how well the management of the service supported staff and was committed to developing its training programme for staff development.

What the service could do better

The service is committed to continuing improvement.

What the service has done since the last inspection

This was the first inspection of this service.

Conclusion

All service users and relatives who we met, and who sent us questionnaires, said they were overall happy or very happy with the quality of the service.

1 About the service we inspected

IKL Care is registered by the care Inspectorate to provide support service - care at home. This is our service provided to people in their own homes and in the community. IKL Care is provided by a partnership and this is its sole registered service.

The service is provided to children, adults and older people. At the time of the inspection the service had about 30 service users, of which eleven were children. The proportion of hours for each age group was; one-third of the hours were for children, half of the hours were for adults, and the remainder and smallest proportion were for older people.

Service operates in the Clackmannanshire area. The service provides support for service users in their own homes, for activities in the community and in unstaffed respite houses. The service provides overnight support, waking or sleepover, for some service users, and 24 hours support for planned stays in unstaffed respite houses.

The service has a manager, who is also one of the partners in the partnership that provides the service, a deputy, a senior support worker, and about 15 support workers.

The service's aims and objectives document states:

"We at IKL Care recognise that service users deserve the right to be involved and make the choices that will enable them to preserve their dignity and reserve the right to be respected

We have a dedicated and committed group of staff with a wealth of experience and varied skill set.

We deliver care and support with integrity and compassion to promote independence, enabling our service users to achieve their own personal goals and to continue to realise their own capabilities.

We believe that everyone can achieve something for themselves regardless of their complex care needs."

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 6 - Excellent

Quality of staffing - Grade 6 - Excellent

Quality of management and leadership - Grade 6 - Excellent

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

This report was written following visits by an inspector to the service on two days on 17 and 18 June 2015. Feedback was given to the management of the service on 19 June.

In this inspection evidence was gathered from various sources, including:

- personal plans of people who use the service
- records for staff training and development
- the service's quality assurance records.

We spoke with:

- four service users and two relatives
- the manager, the depute and four support workers.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service provided an appropriately completed self assessment.

Taking the views of people using the care service into account

The views of service users have been included in the body of the report.

Taking carers' views into account

The views of relatives have been included in the body of the report.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service."

Service Strengths

The service used several methods to ensure that service users and their relatives had a say in how their service met their needs and preferences and responded to their individual circumstances. As a result this service had an excellent level of participation for service users and relatives.

We received eight questionnaires back from service users and relatives. There was a very high satisfaction rate with all the areas of quality we asked about. Only one person disagreed that the service asked for their opinions about how it could improve. Comments from the questionnaires included;

- "Having care at home was a big step for me. The staff are so nice and dedicated and that has helped me accept care staff in my house for my son. Now I feel as if at pressure has been lifted for me that I didn't realise I was under. They enable me to be my son's mum again. The manager and her staff have got to know my son very well and he loves them being in."
- "I am very pleased with the service provided for my son. The care staff are brilliant."
- "My son gets on well with all the carer staff and is happy for them to see to his needs."

- "As a carer the support has been invaluable to me. I can happily leave my grandson in their care, and know that he will have his needs met. I am very happy and confident with the service provided."
- "There is always time for a chat which is great."

Service users and their relatives were involved in the writing of the personal plans. The plans were written by senior staff and service users, or relatives, then signed them. Service users' specific preferences and goals were agreed in their personal plans and this ensured that their wishes and expectations were met and significant outcomes for their personal lives were achieved. For example one service user told us; "I have asked to only have female staff and this has been agreed. The service helps me get out to places which I would not manage by myself and helps me find new things to do. This makes a big difference for me. I really enjoy the independence I get with the support of the staff and we have a good time as well."

Service users and their relatives were involved in review meetings about their care arrangements, at least once in every six months. Where the service has found service users needs are changing and increasing they have referred the service user back to the local social work service.

Service users and relatives gave the service feedback on the service in the following ways:

- in six monthly review meetings of the service users' personal plan
- when senior staff visited their homes to observe staff practice
- during regular phone calls by senior staff asking their views on how well the service was going
- in an annual satisfaction survey about how well the service met their support needs, the quality of staff and management.

Service users' and relatives' feedback from each of these methods was usually very positive, with most responses rating all aspects of the service very highly. The service was always looking for way to improve the questionnaires to elicit comments and suggestions from service users and relatives. We suggested that more open-ended questions without a yes or no answer could be used to obtain more views about the quality of the service and what it is achieving for better outcomes for service users.

When service users and relatives needed a change in their service, because of their preferences or a change in their needs or circumstances the staff were very flexible and accommodating in response. Examples of the service's practice and excellent outcomes for service users and relatives included;

- One service user had different diary commitments, and asked for changes at short notice, to which the service usually could accommodate. The service user told us; "When my plans change at short notice staff do their best to accommodate to me."
- A relative confirmed; "The service also provides me with flexibility, as my grandson, often has spells in hospital and the service work around this well."

Service users and relatives were confident that they could raise concerns with the management of the service, and that these would be resolved. A relative told us: "I know I can approach the manager at all times." Another relative told us; "The manager of the service is very approachable and they listen to my views. We work together as a team. Any problems have always been addressed. There have been blips but we have worked things out."

The service ensured that there is an ongoing dialogue with service users and their relatives about the quality of service. The service had very high quality outcomes in this quality statement as it used several approaches to find out service users and relatives views and responded constructively to any issues raised.

Areas for improvement

For further improvement the service could tell service users and relatives about the feedback it gets and what it had done about it, to confirm that feedback is valued and acted on.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 3

"We ensure that service users' health and wellbeing needs are met. "

Service Strengths

We were impressed with the way the service supported and met service users' health and welfare needs. We examined the service's practices and outcomes for service users through visiting four service users' homes, with relatives being present in two homes, examining the personal plans for these service users, and speaking to staff. The overall plan for all aspects for service users' support is referred to in this report as the personal plan, and individual parts of the plan focussed on specific areas of need are referred to as care plans. Here are some examples of the service's strengths

Services users can be confident that the service will meet their care needs and personal preferences in an individualised approach. The service developed individualised personal plans that set out service users' needs and how they would be met by the service.

Service users knew the times of visits from the service and the names of the staff who would be supporting them. Staff confirmed that they worked consistently with the same service users, who they regularly supported, and about whom they got to know their likes and preferences for their support. We saw really positive interactions between service users and staff in each of the four homes we visited. Service users told us they knew the staff who were providing their care and that the staff knew about their support needs. Some examples of the services excellent practice and the high quality outcomes it has for service users included;

- A service user told us; "I get to see the same care staff. Whenever there are new staff they are introduced to me and they are shown what to do by the experienced staff."
- A relative gave us an example of how well the staff had got to know their son: "The care staff have got to know my son, and they know when he is happy. For example when he had recovered after a period of not being well a staff member said to me "He's a lot more settled, I can see by his eyes."

- Another relative told us: "My grandson has complex care needs. We get a consistent and reliable service. He knows the staff who support him and he likes them. In particular he likes having male staff and he has some male staff on his staff team."

Service users can be confident that staff will look out for changes in their health and care needs and respond appropriately. The staff had appropriately contacted healthcare staff for assessment when they have been concerned about service users' health, where this had been agreed with the service user, or their relatives, or in urgent situations.

Where there have been significant changes in service users' support needs the service has referred the service user back to the local social work service for a reassessment of their care arrangements and this has resulted in enhanced care arrangements being agreed. One relative told us; "The service have supported by grandson from the time he was at school until now that he has left school. The management of the service advise me how to ask for help and I had got extra support for my grandson's benefit."

Service users can be confident that they will have an effective written personal plan. The personal plans were individualised and of a high and comprehensive standard and addressed service users' needs and how they would be met. One relative told us how good planning for their son's communication needs assisted with the overall quality of his support. The relative told us: "The staff know how to communicate with my son. They hold his hand and stroke it which settles and comfort him." The plans were focused on beneficial and agreed outcomes for service users and had a sense of purpose and direction for whole support arrangement. One relative told us how the support was provided and how it benefited them: "My son requires full support in all his care needs. The service helps by getting him ready for the day before he goes out, at tea time when he comes home and to get ready for bed. I also get the support over the weekend. People who know me I've said they see the benefit that I've got from the service and that I am less pressured than I was before I had the support."

The plans were developed from information in the social work department's assessments, information from service users and relatives, and a skilled use of its own assessment model to develop individual and detailed care plans or guidance for each area of need. The personal plans were to the point and painted picture of how the support was to be provided during each visit and provided a structure for staff to follow. The plans stated how each visit should take place, such as; what needs should be attended to, the sequence of the visit, and known choices and preferences for service users.

The service provided 24-hour support arrangements for service users who use respite houses as part of their growing independence. In these care arrangements the service has also been able to support service users' needs and interests in all aspects of their daily life including; recreational activities, travel and socialising as well as personal care and support. The service also provided overnight care in service users' own homes on a planned, regular basis so that their carer has a break.

Service users can be confident that they will experience continuity of support from the service. The service has supported some service users and their families for over 10 years. The service has continued to support children with disabilities as they have all left school and started to receive support from adult services and so has provided continuity to the children and their families through important change in their lives.

The service had provided support to people with complex support needs. To achieve this the service had developed the skills and confidence of its social care staff through individualised training and taken advice from the service users' healthcare practitioners. For several service users the service had taken advice from a speech and language therapy for eating and drinking needs, and communication needs and a complex care nurse for certain care needs. As an example the staff were supporting one child with communication and behavioural needs, and were working to a plan based on the child's speech and language therapists advice, and the input of the child's parent. Several staff had training in de-escalation and minimal restraint approaches. The parent confirmed the effectiveness of the service when they told us; "The service is achieving what I want the service to achieve for me and my daughter." As another example of excellent practice the complex care nurse had trained, and assessed as competent, several staff who support service users with feeding tubes or who require oral medication. The effectiveness of the service was confirmed by a relative who told us; "My grandson as complex care and the service is able to meet them properly and they work closely with me about how best to meet his needs."

The service's practice ensured that service users' health and wellbeing needs are met with very high quality outcomes. We were impressed with the quality of the personal plans and how they had been developed, the continuity of care for service users by familiar staff, how the responded to changing needs, how the service could meet complex needs, and how it could provide more intensive support as required.

Areas for improvement

The service is committed to further and continuing improvement in the quality of its service for service users and relatives.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of staffing in the service."

Service Strengths

The senior staff carefully considered the personalities and interests and skills of staff when matching them to work with service users, particularly when they are to be a regular member of staff for that service user. The service had asked relatives about the personal qualities that made for good care staff and had used these criteria in staff recruitment and induction process to select and train staff about service users and relative's expectations of good care staff.

Other evaluations of the service's strengths in involving service users and relatives in assessing and improving the quality of the service can be found under Quality of Care and Support, Statement 1.

Areas for improvement

See above.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 3

"We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice."

Service Strengths

We examined how the service supported staff in their work with service users, how it trained staff to meet service users' needs and involved staff in improving outcomes for service users. We spoke to the manager, the depute and four care workers and examined the service's staff records.

Service users and relatives spoke very highly of the personal qualities, competence and enthusiasm of each of the staff who supported them. A typical comment by one staff member, amongst others about what they thought about their work and working for the care service was; "I love my job, I just love it."

Service users can be confident that the service provides staff with training and support to meet their needs. Examples of excellent training and support practice for staff included;

- The service provided staff with good opportunities to have training and development. The service had on-going development plans for each staff member. The service was supporting staff to obtain vocational qualifications in care, such as SVQ 2 or 3, in preparation for applying to the Scottish Social Service Council register. We were impressed with the service's approach to ensure that staff had appropriate training to meet service users needs when it had arranged for all staff to have CALM training, an accredited de-escalation and minimal, safe restraint and breakaway approaches, to assist them in working with children and adults with behavioural needs. The service monitored the overall state of training for all staff to ensure that all refresher training was carried out at the frequency required.

- The regular supervision sessions for staff with a senior staff member covered how they were working alongside service users, with all other staff and also their training plans. The senior staff recorded very detailed discussions with the support worker on how to best work with service users. The supervision meetings identified staff members' strengths and areas for development, and constructive plans for their development in short, medium and longer term. The supervisions also included an annual appraisal about what had been working well for the staff member and what further development they wanted working with the service.
- Staff members take part in team meetings every three months. The staff meetings every three months are used to promote consistency of working with the provider's procedures, updates to practice and problem solving difficulties with coordinating support for service users. The meetings are also used as a training opportunity. At a recent meeting the staff team had an exercise on how person centred care contributed to improved care and outcomes for service users. One staff member told us how useful the meeting were for them; "There are regular staff meetings these are helpful. The staff or together and discuss any issues about supporting service users and ideas to make this better."
- The service promotes cooperation and support between staff members. One staff member commented; "I have enjoyed working with and supporting both children and adults. I have learnt from colleagues how best to support the service users."
- Staff felt supported by senior staff in their work with service users, so that they could readily ask for advice or assistance. The staff we spoke to said that senior staff were approachable if they were having difficulties. One staff member commented about the effectiveness of the support they received; "I had supervision after the first six weeks of working here. And then after I have had supervision every six months. The senior staff very approachable. And they give you guidance."
- The management recognised that supporting service users can be demanding both physically and emotionally upon staff. The manager asked staff for feedback on their experience of supporting service users so that they could be provided with the practical and emotional support they needed to provide service users with quality care.

- We were impressed with the process and outcomes of a meeting we observed where a support worker met with other support workers to coordinate support for a child's communication and behaviour needs and working in partnership with the child's parent. We were very impressed with how all the staff members contributed to the discussion and were focused upon finding a more effective means of meeting the child's needs and the parent's expectations.

With an increase in the number of service users supported by the service the provider is to appoint more senior staff in addition to the manager, depute and senior support worker. The service had developed its induction programme to prepare staff to undertake a senior role. Any staff appointed to a supervisor role, that is; providing and supervising the provision of care and/or support directly to a user of service after 20 June 2014 must register with the SSSC within six months of starting that role.

The service had an enthusiastic and effective workforce that operated to a very high level. The service had very high quality outcomes with its support and development of staff which contributed to high quality care outcomes for service users and their relatives.

Areas for improvement

The service is continually striving to improve its training and development of staff for effective support of service users.

One option for improved practice would be for the provider to seek regular, individual feedback about each staff member from service users and relatives. The feedback would be based upon qualities that service users and relatives thought were most important to providing a quality service.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

Statement 1

“We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.”

Service Strengths

The evaluation of this quality statement is also based upon the strengths identified in Quality of Care and Support, Statement 1.

Areas for improvement

Please see above.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 4

“We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide”

Service Strengths

We examined what methods the service used to get feedback on its performance and how it used this information to make improvement. The management had in place effective systems to assure and improve the quality of the service which included service users, relatives and staff examples of which included;

- Regular review meetings, direct care provided by senior staff including the manager to observe needs and how they were being met, regular phone calls to service users and relatives by senior staff and spot checks by a senior staff when support staff were supporting service users to monitor that practice was as expected.
- The senior staff kept a weekly log of the service users' requests, changes in circumstances and other issues that they had addressed, as a check that all issues had been dealt with, and to look for recurring issues. In response to a missed visit the service introduced an improved system to double-check that all visits for all service users had been arranged to reduce the likelihood of this happening again. This was a very good system that demonstrated how the service was continuously responding to urgent and unplanned events. The log also contained planned work that week for senior staff including reviews, spot checks and staff supervisions or training.
- Staff were supported with effective systems for induction, training, continuing development, one to one supervision and appraisal, staff meetings and senior staff advice. The service had used indicators of what makes for a good support worker. The management also asked staff for feedback through an annual questionnaire about their support and development. We suggested that the management use open questions to elicit comments from staff rather than yes or no response.
- The service had an annual report and development plan which set out its achievements throughout the year how the service was going to develop and improve its service.

We were impressed when the service, as part of always aiming to improve the experience of service users, asked service users and relatives their views about staff new to them at an early stage. This was to routinely and proactively ensure that any issues are picked up and acted on at an early stage, and it gave the senior staff and insight into the staff members' performance from the point of view of the service user.

The service now has to sustain this quality of service now that it has gradually increased the number of service users it supports. The size of the staff team at 15 support workers is now outgrowing the capacity of the manager and depute to manage all the areas of responsibilities they have directly with service users, staff and office functions. The service is to appoint more senior staff to delegate responsibility for supervising and supporting staff and care planning for service users. The service has developed an induction programme for staff to take on this senior role.

The service has an effective and experienced manager who has; inspired and developed a high quality service by consulting service users and relatives very closely about what matters to them, used their experience and skills to ensure a high quality support is provided safely and consistently by a confident, knowledgeable and enthusiastic staff team, and continually sought improvement. On this basis the management and leadership is found to be excellent.

Areas for improvement

The service is continually striving to improve its quality assurance and improvement process for effective support of service users.

The service could improve its use of its development plan by including service users, relatives and staff feedback on its current achievements and in setting the aims for its annual development plan and sharing the feedback and plan with them.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

There are no outstanding recommendations.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

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

To find out more

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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