

IKL Care Support Service

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Type of inspection: Announced (short notice)
Inspection completed on: 18 August 2017

Service provided by:
IKL Care a partnership

Service provider number:
SP2013012227

Care service number:
CS2013322920

About the service

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

The service operates in Clackmannanshire. The service is provided to children, adults and older people. At the time of the inspection the service supported about 50 people. About a quarter of the people supported were children, another quarter were older people, and half were adults with disabilities.

People are supported in their own homes and in activities in the community. The service provided overnight and short periods of 24 hour support for people in their own homes, or in short-term accommodation.

The service has a manager, who is also a partner in the partnership, two depute managers, two care coordinators, and about 25 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."

What people told us

We met four people, and one relative, in their home, and three people and their relatives met us in service's office. We received eight questionnaires back from people out of 20 sent out.

We had many positive comments about the quality of the service. Some of the comments are included here;

"The care staff are very supportive and cheery. I am very happy and confident with all the IKL staff. I feel that the staff speak to me as a person. The staff pay attention to my needs in their visits. They are always punctual, and without exception they are all very caring."

"The IKL staff always go that extra mile on every visit. Their dependability is excellent. I like that they always ask if there anything else they can do. They always tidy up after supporting my husband. The staff care about what they are doing."

"The service initially supported our son in his local college course. Now that the course has finished we have kept the support service. The service is very flexible. Our son has a say in the activities he does. He meets with his friends and has been on trips out of the area. Our son and his main support worker have a great rapport. I'd recommend the service to anyone."

"Any new staff are always introduced to me. I am always asked if I am happy and confident with new staff and whether I want to keep on the new staff member. I have not had many different staff over the years, it's been a lower turnover, which has been good. I have support each morning, and then support to go out to appointments and shopping as I choose. The staff can drive my accessible car, which makes it more flexible for me. The senior staff check how things are, and have review meetings with me."

"My daughter had a support service, but she was bored and frustrated as there was nothing to do. Since starting with IKL she has achieved so much. The staff are very understanding. I see a big difference in her. She enjoys her service and looks forward to it. She enjoys the variety of activities, and meeting different people. She has been very busy with; helping out with horses, baking, going for walks and also support to go out at the weekend. She has been supported to take up a sport, and went to the special Olympics with a support worker. My daughter gets proper one-to-one support, and a quality time."

"My daughter has difficulty adjusting to change, and communicating well with her is very important to her. My daughter had a support service, but it was very unreliable, and she did not have a good relationship with their staff, which was very stressful. Since we have started with IKL staff have had training on how to communicate with her. She has a really good relationship with the IKL staff. Any new staff are carefully introduced, which has reassured my daughter. Last year the service supported by daughter to spend time away from home, which was the first time I had ever had respite. My daughter is supported to meet people, and join in activities that interest her during the day and also in the evenings. I have confidence in the service. The service has taken a lot of stress away from my caring role."

There were very high satisfaction rates from the eight questionnaires returned to us. Everyone agreed that;

- I have a personal plan or support plan which contains information about my support needs.
- My need and preferences have been detailed in the personal plan.
- The service checks with me regularly that they are meeting my needs.
- I am confident that staff have the skills to support me.
- Staff have enough time to carry out the agreed support and care.
- Staff treat me with respect.
- I know the names of the staff who provide my support and care.
- Overall, I am happy with the quality of care and support this service gives me.

All but one person agreed that;

- The service asks for my opinions about how it can improve.
- I know about the service's complaints procedure.
- I know I can also make a complaint about this service to the Care Inspectorate.

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	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

The service had excellent care and support practice in ensuring people's health and wellbeing.

People were confident that the service provided them with very good continuity of support. People knew the times of visits from the service, knew the staff who supported them, and that the staff knew about their support needs. As an example, one person had been supported for twenty years, and they remained very satisfied with the quality and continuity of their support, with very little turnover in staff members over that time. Also, the service had supported children with disabilities as they left school and started adult services, providing them and their families with continuity of support through this important change in their lives.

People were confident that the service met their care and support needs, and personal preferences, in an individual way. We were impressed with the way the service asked people what they wanted from their support, and had set up support arrangements to meet these. We were especially impressed with how the service had made creative and constructive use of people's social support time. The people we met, and their relatives were very enthusiastic and motivated about how their social support time was supported by the service. People were supported as individuals, or in small groups of people who knew each as friends, to take part in social and leisure activities, such as; lunches, bowling or the cinema, sporting activities, such as; bowling, boccia and walks, and creative activities, such as; baking, arts groups and the evening activities group. We were very impressed the service's weekly evening activities group for up to twenty people. This brought people together in a safe, social space to have fun and social time with their friends.

The service ensured that people's health and wellbeing needs were met, and as a result there were very high quality outcomes for them. For example, when there had been a recommendation that a person should move into a care home, the service had supported a carer to have their husband return home, by assuring everyone involved that they provided suitable, safe support. When a child with disabilities was in an out of area hospital, the service sent staff to give the child's parent a break, and to continue the child's social time support. The service supported people with complex support needs. We were impressed that the service's staff had appropriate training, and continuing guidance and support, to meet people's health and wellbeing needs. To achieve this the service had developed the skills and confidence of its support workers through training specific to individual's needs and advice from people's healthcare staff.

People had a lot of say in how their service met their needs and preferences and responded to their individual circumstances. People had personal plans that set out their specific preferences and needs, and how they would be met by the service. The plans were to the point about what each person wanted from their support, and how the support was to be provided, and what was the desired outcome for the person. The service recorded people's views in their six monthly review of their support, and acted on any requests for change. Additionally, people were asked in regularly issued questionnaires for their views on the quality of the service, on what was important to them about the service, and how it could improve. The feedback was usually very positive. As the service listened to people's views, this ensured that their wishes and expectations were met, and significant outcomes for their personal lives were achieved.

The management and leadership of the service resulted in the high-quality care and support that people experienced.

People spoke very highly of the personal qualities, competence and enthusiasm of each of the staff members who supported them. The service achieved this when it carefully considered the personalities and interests and skills of support workers when matching them to support people.

People can be confident that staff had the necessary training and support to meet their needs. We were impressed with senior staff support of support workers and the commitment to staff development. The staff were supported to get vocational qualifications in care, and had a continuing programme of training specific to people's needs. Senior staff evaluated support workers' strengths and areas for development, and each worker had an individual development plan. The senior staff closely guided support workers on how best to support people. Support workers felt supported by senior staff in their work, so that they could readily ask for advice or assistance. Support workers also contributed ideas about how to better support people in staff meetings, which promoted consistency of people's support. As a result the service had an enthusiastic and effective workforce that operated to a very high level of practice.

As the service has increased in size it has put in place improved practices to ensure the quality of people's support and the management of the service. Examples of this included;

- The service had put in place electronic personal plans that can be updated without delay, via a secure smartphone app, to inform staff of changes. People still had a paper copy of plans for their reference.
- The service had clearly defined roles for all senior staff, and weekly routines to be completed, so that the service was well organised. As an example, there was a daily meetings to coordinate the activities of senior staff, and a Friday meeting to ensure the next week's activities such as planning rotas, personal plan reviews, spot checks, staff supervision meetings, were also planned.
- Senior staff have had scenario based training sessions on how to respond to emergencies or serious events. This meant that senior staff were practicing problem-solving to better respond to complex events.

What the service could do better

The service is committed to ensuring the day-to-day quality of the service and continuing improvement in its practices.

We advised the service to have a written service development plan that had outcome based goals for improvement, based on feedback from people, relatives and staff. With a development plan the service can readily demonstrate all the different goals for improvement it is working towards, what the improvements are for, and how the goals have been chosen.

With reference to the Scottish Social Service Council's Codes of Conduct, the service agreed to monitor with staff any potential conflict of interest when they have contact with people who use the service outwith their support role.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings
5 Aug 2016	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
19 Jun 2015	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent

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