

## IKL Care Support Service

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Type of inspection: Unannounced  
Inspection completed on: 1 June 2018

**Service provided by:**  
IKL Care a partnership

**Service provider number:**  
SP2013012227

**Care service number:**  
CS2013322920

## About the service

This service registered with the Care Inspectorate on 30 April 2014.

IKL Care provides a support service to children, adults and older people in their own homes and also to access activities in the local community.

The stated aims and objectives of the service are:

"IKL Care is a privately-run care company primarily set up within the Clackmannanshire area to provide service users with a choice of care which best suits their needs and to give them respect and dignity which will promote independence for the service user."

At the time of inspection there were 62 people being supported by IKL Care.

## What people told us

People told us that they were extremely pleased with the care and support that they had received from the service. Comments included:

"Staff follow procedures and carry out safety features. They provide a professional and satisfactory service to me. I very much appreciate a small group of workers providing my service all at times specified by my support plan".

"The individual carers who we see on a regular basis are excellent in terms of their caring attitude and provision of the service".

"I have found the care and support given by IKL to be exemplary. Great care is taken to match the support workers who work with my daughter to her needs and personality." The company communicate well with me generally by e-mail but if I have any queries they are also readily available to communicate by phone. Excellent!"

"We are very happy with IKL as they care a little more than the rest".

"Carers are absolutely wonderful".

"Only one thing which would make the service even better would be if we had the same carers coming in more regularly rather than lots of different faces".

"The service has made a big difference to our lives".

"Good to get a service that actually cares".

"Would recommend them".

"They are good at what they do".

"Time keeping is good and the staff stay their time".

In addition, one person described to us how they felt much calmer now and much less stressed about their situation than before. They said that they believed that a lot of this was down to the reliability, consistency and quality of support provided by IKL Care.

## Self assessment

We did not request a self-assessment but did discuss the service's development and improvement agenda.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

We saw a staff team who had a warm and friendly approach and had clearly built up very positive relationships with each of the people and families that they supported. We saw, and were told, that people were treated as individuals and their preferences were taken into account in all aspects of their care needs and also when supported to increase their social opportunities.

They supported people to be involved in their local community with many positive initiatives already established, for example, using gym facilities, activity clubs, social groups, cooking classes and so on. People's lifestyle preferences were always respected and they were supported to spend time doing things that they enjoyed and wanted to do.

Care and support was very well organized and the service had developed systems and procedures to ensure that people received a consistently high level of support. In addition, we were very pleased to hear that the service insists on having home visit times of at least thirty minutes. This had resulted in people not feeling rushed when receiving support.

Reviews were held at least every six months, and often more regularly than this, allowing the service to adapt quickly to changing needs, choices and decisions. The service's flexibility and willingness to take on board new ways of working was evident throughout the inspection and this was highlighted as one of its real strengths by a number of people involved with the service.

Communication with service users, relatives and other key people was excellent and the quality and regularity of contact was very important to everyone we spoke with who praised this aspect of the service very highly. This resulted in very consistent support for people as it was evident that people were all working together in their best interests.

We were also impressed that photographs of the individual support workers were on the rotas sent out on a weekly basis to service users. This gave people a sense of familiarity and security, knowing who was coming to support them. These rotas were delivered via text, e-mail or post depending on personal preferences.

Staff induction and training was of a high standard with system of shadowing in place for new staff. The service was committed to developing and retaining staff and there were opportunities for promotion, creative working arrangements and so on to help achieve this.

## What the service could do better

The service need to prioritise a written service development plan that details key goals for the service, reviewed regularly to chart progress. This piece of work should include input from people using the service, relatives and the whole staff team.

We recommended that there be more service user involvement in the recruitment process. This could be as part of an interview panel or by preparing questions for applicants. In addition, they should also consider developing a plan for service user involvement in the training and development of staff so that people supported are meaningfully involved in how the service works and develops.

We also felt that formal staff supervision meetings should take place more regularly, with clear notes containing updates and actions taken since the previous meeting.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
18 Aug 2017	Announced (short notice)	Care and support Environment 6 - Excellent Not assessed

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

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