

IKL Care Support Service

1-3 Coalgate
Alloa
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Telephone: 01259 404027

Type of inspection:

Unannounced

Completed on:

8 May 2019

Service provided by:

IKL Care a partnership

Service provider number:

SP2013012227

Service no:

CS2013322920

About the service

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

IKL Care provides a support service and care at home for children, adults and older people in their own homes and in their 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 approximately 70 people were being supported by the service.

What people told us

Comments received from Care Standards Questionnaires that we sent out before our inspection:

"IKL Care are caring, professional, family friendly, supportive. The carers are a pleasure to have in my home".

"I am very happy with the care and support I have and they are much more than carers, they are friends".

"What impresses me most is the company treat us as an individual, are able to look past my disability, engage with me in day-to-day conversation and involve me in all aspects of my care".

"I am satisfied with the staff of IKL. I enjoy going out with them. They are very helpful if I need them to do things with me. They always arrive on time for me".

"It is very reassuring to know that my mother is being so well looked after. Communication between the company and myself is excellent. They are first class".

"I don't always feel that the communication is good if my carer has to be changed or if my times are to be changed for visits".

Comments from people during our inspection:

"Can't praise the service and the workers enough".

"Staff are friendly, supportive and very helpful".

"Very kind and respectful".

"Brilliant".

"They can't do enough for you".

"I'm delighted with them".

"Staff are all lovely".

"They have a great rapport".

"We have 100% trust in them".

"Excellent, very flexible, no worries".

"Consistent staff".

"An amazing difference".

"Very happy".

"They go the extra mile".

"We really feel supported by them, more than happy".

"I love this care agency, they are fab, very family friendly".

"They were so good with mum, can't be praised enough for what they do for people".

"A credit to the word carers".

Self assessment

We did not request a self-assessment but did discuss the service's development and improvement plan as part of our inspection.

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 provided care and support to people, and their families, that was characterized by warmth, kindness and compassion. Throughout our inspection people told us how excellent the service was and that they could not speak highly enough about them. Workers were extremely friendly and had a relaxed approach to their work which put people who used the service at ease.

The service insisted on having longer visit times than was generally the case in the care at home sector. This meant that there was a real emphasis on taking time to get to know the person and providing much valued

social support. This resulted in people being supported, and cared for, by workers they knew well and who were able to take the time to build up trusting relationships with them.

In addition, the service was very adaptable and flexible in response to people's changing needs and/or circumstances. There were very regular reviews of people's support plans, meaning that their care and support was adapted if, or when, their needs, choices or decisions changed. In addition regular spot checks were undertaken by senior workers to ensure that people's care and support was being carried out in accordance with their wishes.

The service's commitment to on-going development and improvement was very clear. For example, all suggested improvements that we had discussed with them at our last inspection had been put in place. Furthermore, their development plan had resulted in a number of other enhancements to the service for example; reviewing visit times and staff routes to improve the quality of service provided, and creating a management of change form to reduce disruption when key staff were on leave. Their use of an online rota and care planning system had resulted in more efficient service delivery and ensured that any problems were sorted out promptly.

Workers were encouraged to take on additional responsibilities and the service had a very impressive ethos of providing opportunities to develop their knowledge and skills. For example, some team members had undertaken an education and training qualification and were delivering training on induction, moving and handling, infection control and so on. The service had also developed their own training resources and we were particularly impressed with their induction training pack for new workers. This all meant that people experienced very high quality care and support based on relevant evidence, guidance and best practice.

Overall, the service was exceptionally well regarded by the people who used it, and by their families. They looked for ways to develop and improve their service on an on-going basis and provided care and support that often went above and beyond what was required.

What the service could do better

The service should continue to look for ways to incorporate the key principles of the health and social care standards into its service development plan and have them as a permanent agenda item for team meetings, staff supervisions and so on.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

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.

Inspection and grading history

Date	Type	Gradings
1 Jun 2018	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
18 Aug 2017	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent

Date	Type	Gradings	
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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