

IKL Care Support Service

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Type of inspection:
Unannounced

Completed on:
26 October 2022

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 "Our main aim is to provide service users and carers, irrespective of age or ability the choice to be completely involved with their own personal care support plan which will promote their health, welfare and independence that most service users require. At IKL care we believe that everyone is entitled to high quality care and support."

At the time of inspection approximately 70 people were being supported by the service.

About the inspection

This was an unannounced inspection which took place on 25 and 26 October 2022. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with two people using the service.
- spoke with nine staff and management.
- observed practice and interaction with service users.
- reviewed documents.

Key messages

- Good communication.
- Friendly, approachable staff team.
- People like the people who support them and feel comfortable with them.
- Recruitment is currently difficult in the sector and this is limiting the service being able to attract new staff and to meet people's preferences at times.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We evaluated this key question as very good, where there were major strengths in supporting positive outcomes for people.

People received care in line with the Health and Social care standards. The service discussed people's needs and care planning was centred around them and how the service would meet them. Attention was paid not just to the tasks that people required assistance with but also the way in which they liked things to be done. People's outcomes were clearly defined. Staff checked people's wellbeing every day and recorded their input via an electronic care planning system meaning that all staff working with people were up-to-date with how they were that day. These notes were written in a respectful, person centred way. We saw that reviews were held regularly and that care plans were updated to reflect any changes in people's needs.

Reviews showed that people's views were sought regarding their care package and staff supporting them in order that things continued to work for them. The service could link the questions asked at review to the Health and Social Care Standards. Some people at recent reviews had requested more hours, which at the moment the service can't accommodate due to the staffing crisis. This meant that people were empowered and enabled to be as independent and in control of their lives as they wanted and could be.

People liked the people that provided their support. A keyworker system was in place which ensured that people had a point of contact among the management team who knew them well. This meant people experienced good care because people worked together well. People were supported by staff they knew and could become comfortable with. The service worked hard to accommodate people's preferences regarding the staff supporting them. Interactions between staff and people using the service were warm and friendly. Staff made sure to tidy up before they left people's houses which showed respect for people's personal space and belongings. People thought communication with the service was good and were confident that if they raised issues they would be addressed.

Each person using the service had a medication care plan. It was clear at each visit which medication was to be given and this was recorded. The level of assistance required was assessed which supported people taking their medication safely.

Staff received training in infection prevention and control, including COVID-19. Updates were sent out to the staff team regularly to ensure staff were current with changing guidance. Staff had access to PPE and mask wearing has been relaxed.

How good is our leadership?

5 - Very Good

We evaluated this key question as very good, where there were major strengths in supporting positive outcomes for people.

The service evaluated the experience of people using the service on a regular basis to ensure it continued to meet their needs. They did this on a daily basis while visiting people and communicating any changes as necessary. Daily meetings were held by the management team and coordinators to discuss and action any issues arising since the previous day in order that they could respond quickly to people's needs. People felt comfortable raising issues with the service and were confident they would be responded to. Reviews were held and people's views about the service they received was reflected and care plans updated if required.

Complaints were appropriately responded to and the service used learning from them to improve the service. This meant that people benefited from a culture of continuous improvement as the service had robust and transparent quality assurance systems.

A check of staff files demonstrated the service were following Safer Recruitment guidelines. Some references obtained did not always contain a lot of information and we advised the service to enhance their recruitment process with values and competence based interview questions. A system for monitoring staff training, practice and development is well established and adhered to. Supervision with staff took place regularly and staff were encouraged to reflect on their learning and professional codes and to ensure they undertook the necessary training in order to maintain their registration. Staff turnover within the service is low. Staff felt they were valued and that their views were listened to. Exit interviews were held with staff leaving the service. This meant people using the service could have confidence in the staff supporting them because they were trained, competent, skilled and able to reflect on their practice.

The service has an improvement plan which they update monthly. This has focused on staff training , supervision and reviews with a view to improving the service for people who are using it. The plan showed that all members of the management team had allocated responsibilities to fulfil and then share with the wider staff team demonstrating collective leadership. We discussed with the service that they could develop their quality assurance processes in order to further evaluate their performance and people's experience of using the service.

There was a range of risk assessments associated with the service which promoted the safety and wellbeing of people using it and also the staff team.

There was good oversight of staff training which is for the benefit of people using the service and also required for care staff to maintain their SSSC registration.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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