

IKL Care Support Service

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Type of inspection: Announced (short notice)
Inspection completed on: 5 August 2016

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 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 were for older people.

The service operates in Clackmannanshire. People are supported in their own homes and 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 received 14 questionnaires back from people out of 20 sent out, which is a very high response rate, and met three people and two carers in their homes.

There were very high satisfaction rates with all part of the service in the questionnaire responses. We had many positive comments about the quality of the service. Some of the comments are included here;

"The past two years we had IKL coming in to care for my son has been the most fantastic help I could ever imagine. It was the first time we had care at home, so I was nervous. But I needn't have worried as the care team are so fantastic at what they do. I have had such lovely carers in my home for my son. Not only has it helped my son, but me too. I can't speak highly enough of them."

"I have been with IKL for seven months now. Their service is very good. My daughter now has a great life, and social life also, thanks to IKL understanding what her needs are and who she is as a person. IKL took time to get to know her and has made a big change in her life. I am reassured that she is getting more from the service than she has ever had in the past. It was so good to find IKL. What changes they have made in our lives. It's great to know that they are there for us both, not just my daughter."

"As you know any service does not get it right straight away. IKL always goes the extra mile to sort out any issues that I feel need to be resolved. I'm happy with the way we work together to support my relative. When it's hard to cope, they do their best. You cannot ask for more, can you?"

"I have used IKL for six months now, and the help and support my husband and myself, his carer, have had is excellent. What I love most is the time each carer takes to make sure all is done that they can do to help make life that little bit easier for me, the full-time carer. It's also good that they find time to listen to any anxieties you may have. It is an important part of caring, for me the carer, especially times when tiredness overtakes common sense."

Self assessment

The self assessment was suitably completed.

From this inspection we graded this service as:

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

What the service does well

The service ensures that people's choice, health and wellbeing needs are met and there are very high quality outcomes for them. The service responded in an individual way to people's requests for what they wanted from their service, and when their needs changed. We were impressed with senior staff supported support workers and were committed to further staff development. The service is committed to continuing improvement.

People had a lot of 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 people. People's specific preferences, goals and needs 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. The service recorded people's views in their six monthly review of their support and acted on any requests for change. The service had improved its questionnaire to people asking them to comment on what was important to them about the service. The feedback from each of these methods was usually very positive. When people wanted a change in their support arrangements, because of their preferences, or a change in their needs or circumstances, the service was very flexible and accommodating in response. People were confident that they could raise concerns with the management of the service, and that these would be resolved.

We were impressed with the way the service asked people what they wanted from their support and set up support arrangements to meet these. We were impressed with how the service supported and met people's health and welfare needs.

People 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 people's preferences and needs and how they would be met by the service. The personal plans were to the point and painted picture of what each person wanted from their support and how the support was to be provided during each visit. People knew the times of visits from the service and the names of the staff who would be supporting them. People knew the staff who supported them and that the staff knew about their support needs. The service has supported some people and their families for over 10 years. For example, it had continued to support children with disabilities as they left school and started adult services, and so had provided continuity to them through this important change in their lives.

We were especially impressed with how the service had made creative and constructive use of individual person's social support time to provide an activities evening for up to twenty people, a cooking class for four people, and social outings with other people, and volunteer work placements for several people. The people we met and the carers we spoke to were very enthusiastic and motivated about this use of the social support. There were clearly benefits for people who enjoyed these activities, made positive choices to take part and made new friends and renewed old friendships.

The service had provided support to people with complex support needs. To achieve this the service had developed the skills and confidence of its support workers through individualised training and advice from people's healthcare staff. People can be confident that staff will look out for changes in their health and care needs and respond appropriately, such as contacting healthcare staff.

People spoke very highly of the personal qualities, competence and enthusiasm of each of the staff who supported them. The senior staff carefully considered the personalities and interests and skills of support workers when matching them to support people. The service had asked people about the personal qualities that made for good support workers and used these criteria in its staff recruitment and induction process.

The service had an enthusiastic and effective workforce that operated to a very high level of practice. People can be confident that staff had the necessary training and support to meet their needs, through a comprehensive induction process. Staff were supported to get vocational qualifications in care. We were impressed with the service's approach to ensuring staff had appropriate training to meet individual people's healthcare and behavioural needs.

The senior staff closely guided support workers on how best to support people. Senior staff evaluated support workers strengths and areas for development, and each worker had an individual development plan. Support workers contributed ideas about how to better support people in staff meetings, which promoted consistency for people. Support workers felt supported by senior staff in their work, so that they could readily ask for advice or assistance.

What the service could do better

The service is continually striving to improve its training and development of staff for effective support of people and its quality assurance and improvement process for effective support of people. We advised the service that to achieve these aims it could;

- use the spot checks for more evaluation of the quality of the support people received and staff practice,
- ask people for feedback on each staff member, to based upon qualities that people thought were most important to providing a quality service,
- write a service development plan including ideas and feedback from people, relatives and staff, acknowledging achievements and further goals to be achieved.

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
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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