

IKL Care Support Service

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Type of inspection:
Unannounced

Completed on:
5 February 2024

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 30 & 31 January and 1 February 2024. The inspection was carried out by one inspector from the Care Inspectorate, supported by one inspector who made contact with family and friends. 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 12 people using the service and nine family members
- spoke with 13 staff and management.
- observed practice and interaction with service users.
- reviewed documents.

Key messages

- People were well cared for with dignity and respect and good relationships had been formed with staff.
- People were fully involved in care reviews and all decisions about their care and support.
- The management team were very involved in overseeing the care and support of people.
- The service undertook regular internal scrutiny in order to improve outcomes for people.

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.

Staff provided care in line with the Health and Social Care standards and had warm, respectful relationships with the people they supported. People knew their support staff well and staff were fully aware of people's preferences, choices and wishes. People were encouraged to make decisions about each day's care and support. People said staff were generally always on time and they knew who would be coming. The rota with staff photographs was sent to people every week to let them know in advance who to expect and this meant that people felt safe and secure within their service delivery. One person told us that "all of the staff really care" while another said " (the staff) have a personal touch and I feel supported by them". The service recognised people as experts in their own care and support and this meant that they were fully involved in care evaluations, reviews and decisions about their support that affected them.

Care plans were full and gave good information that supported staff to meet individual outcomes. Risk assessments and reviews were up to date and when people were supported with medication, it was well recorded. When people were supported with meals, they were able to enjoy their food in an unhurried, relaxed atmosphere.

Staff had good links with families and because they knew people well, were able to identify when there were any changes to health needs and therefore could act quickly to alert relatives or health professionals when necessary.

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 management team were very visible in the service and majority of people and their families knew the management team well. People, their families and staff said they were happy to give feedback and raise any issues as they were confident they would be addressed immediately. People told us about how this had worked for them and how satisfied they were at the service response. This meant that people had confidence in the service and the team.

Staff continually evaluated people's experiences to ensure that, people who are using the service are provided with the right support in the right place to meet their outcomes. They did this on a daily basis while visiting people and communicating any changes as necessary. Daily meetings were held by the management team to discuss and action any issues arising since the previous day so that they could respond quickly to people's changing needs.

The service undertook regular internal scrutiny of their service and continually made plans to improve. A new audit process was undergoing further development and was progressing well. The service had plans to use information from the audits to inform the service development plan. This included key information such as care planning, staff training and recruitment audits. The service were keen to use this and the self evaluation processes, to continue to improve the service to further meet outcomes for people who received care and support.

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	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	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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