

KO-NEKT North Lanarkshire Support Service

Unit 28
Coatbridge Business Centre
204 Main Street
Coatbridge
ML5 3RB

Telephone: 01236338358

Type of inspection:
Announced (short notice)

Completed on:
14 May 2026

Service provided by:
KO-NEKT Childcare CIC

Service provider number:
SP2024000715

Service no:
CS2025000319

About the service

KO-NEKT North Lanarkshire is a support service (with care at home) which provides support to children and young people in their own homes and the local community. This service operates across the North Lanarkshire area and is part of an organisation with similar services across other local authorities in Scotland, with their headquarters located in Saltcoats.

The aims and objectives outlined by KO-NEKT North Lanarkshire are:

"Our vision is to create an all-inclusive support service which works alongside each child to deliver support tailored to their needs. Creating opportunities for children, young people, and adults (25yrs) where they will have their views heard and their rights respected."

During inspection the service was supporting five children. They had carried out initial visits to new referrals and had plans to expand this support across North Lanarkshire for those children requiring the service.

About the inspection

This was a short notice announced inspection which took place between 5 May and 14 May 2026. 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 families using the service
- spoke with six staff
- spoke with the registered manager and senior leadership
- reviewed documents
- spoke with four visiting professionals and North Lanarkshire's commissioning officer.

Key messages

- The service values person-centred care, where goals and outcomes are led by children and their families.
- Communication between managers and families contributes to trusting relationships and positive practice.
- Staff have worked hard to develop a good understanding of children using the service to ensure they experience care that is right for them.
- Quality assurance and improvement was generally well led, with some areas of development.
- Staff knowledge and skills contributed to positive outcomes for children. This would be further strengthened through individual development plans.
- Personal plans and risk assessments were person-centred and contributed to increased safety and fun for children. Minor developments were needed to ensure risk assessments were fully comprehensive.

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?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	4 - 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 significant strengths in aspects of the care provided and how these supported positive outcomes for children and young people.

Children and young people guide their own care and support because the service valued person-centred care. Where children are unable to give their own views, care and support was discussed transparently with family members. The service ensured ongoing communication with family was prioritised so that any changes needed in routines, support, or care happen quickly and contribute to positive outcomes and progress. We heard from a parent that the service "Involve me in decisions" and "[At handovers] they will also let me know the details. They always give much more detailed information."

The service offered support that reduced children's social isolation and increased opportunities to access the community. This contributed to an increased sense of confidence and wellbeing for children. One parent told us, "Without KO-NEKT I wouldn't be able to go to my work and my children wouldn't get out in the community safely."

The service and staff team worked hard to develop a good understanding of the children they worked with. This included offering additional training where it was essential for the health and wellbeing of children being supported.

Initial support plans were developed in a risk-informed way that focused on children's likes and dislikes. This offered a starting point for staff to start building trusting relationships with children. Full support plans detailed the focused outcomes agreed with children and their families at the start of their support.

Positive communication between staff, managers, family, and external professionals ensured that where there are changes in need, risk, or vulnerability this was quickly responded to and proactively resolved to reduce any potential adverse outcomes for children.

People are enabled to get the most out of life with support to maintain and develop their skills, interests, and strengths. Children have fun with those who are caring for them and social bonds were strengthened through core staff teams who offered a consistent approach to care.

Staff had an understanding of safeguarding and child protection. The open culture of the organisation further strengthened this, allowing staff and families to feel confident raising any concerns. The service should continue to revisit safeguarding expectations as the team grows.

The right to choice is promoted within the support offered to children and this includes age-appropriate risk taking. Developments have been made over the last few months in the confidence and skills of staff in managing and responding to risk, which has resulted in positive outcomes for children. Staff confidence, knowledge, and skill should continue to be reviewed as new support packages start and different skills may be required.

How good is our leadership?**4 - Good**

We evaluated this key question as good, where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement which have been noted.

Staff continually evaluated children's experiences to ensure that, as far as possible, they receive the right care and support to meet their outcomes. Families are well informed and feel confident that the service will be responsive to any changes required. This ensures the voices of children and their families are central to any changes implemented.

The service had a comprehensive improvement plan that identified priority development areas for the service. This plan focused on stability and security in the staff team to continue promoting positive outcomes for children and young people. The plan would further benefit from regular review underpinned by a SMART (specific, measurable, achievable, relevant, and time-bound) approach that ensures tasks are clearly delegated. The plan did not fully evidence the involvement of those using the service, their families, and staff and this is an area that should be strengthened (see area for improvement 1).

Families shared that they would be confident in giving feedback or raising concerns as managers took time to build relationships. This was further reinforced by responsive communication by managers and senior leaders, which build trust with families using the service. Some families and external professionals felt that communication had not always been as responsive but since the new manager came into post in January 2026 this had improved significantly.

The manager had good oversight about what was working well in the service and was responsive to changes that were needed. Staff felt well supported and had regular contact with their manager. The service ensured that the outcomes and wishes of families using the service were the primary drivers for change.

Leaders at all levels have a clear understanding of their role in directing and supporting improvement activities. Further developments were required to ensure the service complies with legislation around notifying events to the Care Inspectorate (see area for improvement 2).

Areas for improvement

1. To ensure that improvement activities continuously and robustly evaluate children's experiences and outcomes, the service should:

- a) Implement a SMART (specific, measurable, achievable, relevant, and time-bound) approach.
- b) Include the views of children, families, and external professionals.
- c) Empower staff to become involved in comprehensive quality assurance systems and activities, including self evaluation, promoting responsibility and accountability.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

2. The service should ensure they comply with the Care Inspectorate guidance 'Children and young people's care services: Guidance on records you must keep and notifications you must make'.

The service will be offered an improvement input around this area for improvement to support them in meeting it for the next inspection.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from different organisations working together and sharing information about me promptly, where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18).

How good is our staff team?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Staff were committed to the children they supported and strived to offer the best care possible. Particular focus was paid attention to the safety of children during their support, as well as promoting fun.

Staff supervisions and regular team meetings contributed to good oversight of staff competence. These forums also offered opportunities to discuss learning and development needs and, where required, focused on particular cases to ensure a deeper understanding of the needs of children being supported by the service.

The organisation had a clear process and oversight for induction, mandatory training, and additional training. All staff felt this prepared them for moving into the practical role of supporting children.

The service had been responsive to the needs of children and arranged training where it was required to develop the confidence and skills of staff. This had resulted in an improvement in staff confidence and reduced risk for children. It would be of further benefit to ensure that staff working with children who have specific needs, such as additional diagnoses, have the associated training for these need as mandatory learning.

The organisation strived to promote a learning culture within individual service. However, much of the responsibility for this was individually led by staff which meant that this could not be fully embedded. The current approach did not fully support a range of approaches to suit different learning styles, with induction and training being online-based, and the organisation should consider how to support this moving forward.

Debriefs, supervision, and team meetings supported a reflective culture and this is slowly being embedded into the practice of the service. Staff are comfortable acknowledging their learning needs and raising this with managers. The open culture in the organisation and values of the staff team support them to identify any poor practice. Staff were all confident any concerns would be addressed by the organisation.

Staff all receive regular supervision. Staff felt that supervision was often enough and that it was a good space to explore their professional development. Each member of staff had a record of learning and development and a clear plan around mandatory training to support managerial oversight. However, developing individual learning plans to sit alongside supervision and the development/improvement plan would provide further oversight and capacity to assess competence (see area for improvement 1).

Areas for improvement

1. To ensure staff have the right knowledge, competence, and development to support children and young people, the service should develop individual learning plans. This should include, but is not limited to, the identified training that staff members should undertake for their role and any individual associated learning or development needs and how this will be met/supported by the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent, and skilled' (HSCS 3.14).

How well is our care and support planned?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

People benefitted from person-centred support planning that was regularly reviewed by managers. Plans evidenced a good understanding children's needs, triggers, and vulnerabilities. All planning took account of children's individual preferences and wishes. Children and their families are fully involved in developing their personal plans and reviewing these. Strong leadership and meaningful involvement contributed to well developed plans from the referral stage. Some developments were required to ensure that goals/outcomes are dynamic and detail the scaffolding required from staff during support.

Risk assessments focused on de-escalation and diversion, which clearly detailed strategies to support children when they were becoming distressed or upset. It was clear that the organisation had worked hard to ensure these were clear, accessible, and worked for staff and children. There was good practice around communication between management, staff, and families to contribute to the development of risk assessments to ensure children were understood well. Risk assessments did not always detail all risks/behaviours of concern and this was an area the service needed to develop further (see area for improvement 1).

Debriefs always took place after incidents or difficult shifts with a manager. Staff advised this contributed positively to their emotional wellbeing and allowed them to go back to work where incidents had been difficult or distressing for them. This was a strength in the service and something the team really valued from management and senior leadership.

Areas for improvement

1. To support children's safety and wellbeing, the service should ensure that risk assessments detail all risks/behavioural concerns along with clear expectations/strategies to support children. This should include, but is not limited to, strategies during periods of crisis or distress where diversion or distract is not feasible.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

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
1.2 People get the most out of life	5 - Very Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.