

# Loch Arthur Community Housing Support Service

Beeswing  
Dumfries  
DG2 8JQ

Telephone: 01387 259 669

**Type of inspection:**  
Unannounced

**Completed on:**  
14 March 2025

**Service provided by:**  
Loch Arthur Camphill Community Ltd

**Service provider number:**  
SP2012011904

**Service no:**  
CS2012310845

## About the service

Loch Arthur Community is registered to provide a service for a maximum of 29 adults with learning difficulties living in the seven properties within the Loch Arthur Community. The provider is Loch Arthur Camphill Community Ltd.

Loch Arthur is a working community; at the time of the inspection this included 28 people with learning difficulties. There are nine houses in which, altogether, more than 70 people live. This includes long term co-workers and co-workers who come to live and work there for periods between six months to 18 months. There are also a number of paid employees who live locally.

Loch Arthur Community is set in a large estate at Beeswing which is a short drive from the centre of Dumfries. Loch Arthur Community has seven houses that are supported tenancies: an organic farm; a large productive garden; a creamery, producing cheeses and other dairy products; a bakery; a butchery; craft based workshops, including weaving; and a thriving organic farm shop and café. A number of awards have been attained for Loch Arthur Community produce which is sold both locally and online.

The registered manager works from the main office base within Loch Arthur and is responsible for coordinating the overall running of the service. An additional co-worker supports the staff team who provide direct support to people.

## About the inspection

This was an unannounced inspection which took place on 11 and 12 March 2025. 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:

- Received feedback from 23 staff members and 19 relatives.
- spoke with staff and management.
- visited 10 people in their own home.
- observed practice.
- reviewed documentation.

## Key messages

- People achieved excellent outcomes relating to their health and wellbeing as a direct result of the support they received by the service and opportunities offered within the community.
- People were at the heart of decision making and planning of the support they received, which gave them a feeling of inclusion and being heard.
- People benefitted from the continuity of staff which had led to trust and relationships being formed which helped support meet their outcomes.
- People were supported by a professional, knowledgeable, warm, and highly motivated staff group that strived to achieve the best possible 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?	6 - Excellent
How good is our staff team?	6 - Excellent

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

## How well do we support people's wellbeing?

6 - Excellent

We evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for people.

We observed that staff were extremely warm and compassionate with people and it was clear that everyone was treated as an equal. People we spoke with said that they had an excellent quality of life, they were in control of their own lives and made their own decisions. There was a relaxed, friendly and warm atmosphere throughout the inspection.

People's health and wellbeing had improved as a direct result of being supported by the service. One person told us, "I have an important role in the community, this is an amazing service". People told us how they "felt heard and valued" and how the community makes them feel at home.

People's learning, confidence and personal growth were supported by staff to take part in a range of recreational, social, creative and physical activities. These took place within Loch Arthur and the wider community. We saw choice being offered to ensure people were taking part in sessions they enjoyed. This included working on the farm, the creamery, weaving workshops, gardening, the bakery, meal preparation and spending time with friends. People spoke highly of the celebrations and events they had organised including Ceilidh's, music events, themed nights, massage, dancing and swimming.

Sessions were provided at a pace that suited people and which helped build up their confidence and coping skills. The service supported a timely transition to the service to ensure it was the right service for that person and to learn about individual outcomes and needs.

People's support was very responsive to their personal circumstances and this meant each person's support strategies were right for them. One example being where one person was experiencing stress and distress, additional multi-disciplinary meetings had been taking place and guidance followed to ensure support was person centred and reduced the risk of harm.

Support was crucial in helping people access the healthcare services they required. This approach addressed both health and housing needs, enabling individuals to better manage their well-being and maintain stable tenancies. One family member described how "The service is very person-centred and always puts service users at the heart of the care they receive". This ethos was strongly supported by staff.

People took an active role in creating and reviewing their support plans, which were regularly updated. Support staff engaged people in decisions that directly impacted them, ensuring they maintained full control over their care and support. This made sure the support was always right for people.

Staff received a range of training to make sure they had the right knowledge to meet people's needs and improve people's quality of life. Staff were very well informed about the range of community resources which people could benefit from. People were supported in the community and people told us this had helped them build and improve their confidence, skills, and physical wellbeing.

There was an open culture within Loch Arthur Community and we found communication to be excellent. We saw social stories being used to support people's communication and understanding. Shared mealtimes and house meetings gave opportunities for regular conversations on how people were feeling, to raise concerns,

share ideas or plan activities and holidays. House meetings took place weekly. This gave people the opportunity to share their opinions and experiences of living and working within Loch Arthur Community.

People were encouraged to take part in other areas of how the organisation operated. This included the planning of events, recruitment, training, newsletters and the 'Voices' group where representatives from each household came together to share their ideas and views.

We saw and heard about reviews which fully involved the person receiving care and their relatives. The interventions by staff showed that there was structure and meaning for the individual. People were encouraged to be independent and to take control of their life.

We saw people who were thriving in their community. This was evident throughout the inspection where we observed people taking great pride and pleasure in the jobs they were doing. One person said, " I love being at Loch Arthur, I feel really safe and have become more confident and independent".

## How good is our staff team?

**6 - Excellent**

We evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for people.

Loch Arthur used a holistic approach to staffing and recently adopted a 'hybrid co-worker model' to offer a mix of long and short term volunteers alongside employed staff. This enabled 24 hour support available to people being supported and aimed to provide the highest level of quality care.

People benefited from an established, experienced, and highly motivated staff team. Staff were well led by experienced leaders who supported the team to deliver high quality support. Feedback from a family member included, " Loch Arthur has an excellent, strong and dedicated leadership team who always listen to the views of others and seek to embrace the changing times. There have been so many challenges to meet over recent years but they have all been met with cheerfulness and fortitude".

The service made sure people were supported by the same team of staff within their household and in the community. This helped build confidence, trust, and positive relationships. People told us they really valued having the same staff members within their home and how this made them feel safe and secure. One staff member commented, " I believe that knowing people so well because we live together, is so important and helps to build meaningful relationships in which people trust those who support them".

High levels of engagement with staff and support services improved personal and social stability and further demonstrated the effectiveness of the staffing model. The sense of security and empowerment provided by the community was evident in the excellent outcomes people achieved.

People could be confident they were supported by staff who had been appropriately checked and assessed because safe recruitment practices were followed within the service. Staff were supported with training, shadowing opportunities, and support from more experienced staff to provide a good foundation to their new role. Staff were encouraged and supported to develop professionally through regular supervision, observation of practice and appraisals. This helped foster a knowledgeable and confident staff group who provided effective support to people.

There was a detailed self-evaluation of the service in place. This highlighted recent changes in the staffing model and how the service had put together a sustainability proposal for the local Health and Social Care

Partnership. The service had a clear future vision to ensure the service continues to deliver a high standard of care.

Staff wellbeing was a standard agenda item at supervision meetings to help make sure there was a focus on the personal health and welfare of staff. Staff commented, "I feel I could always raise questions or concerns and felt taken seriously. I feel there is a good support circle in place and many opportunities to discuss concerns".

Staff and management demonstrated a caring, supportive manner with genuine warmth when engaging with people and with each other. This helped support everyone's mental and emotional wellbeing and created opportunities for meaningful engagement and for people to feel valued and supported. One staff member commented "we have a very strong support structure in place, weekly meetings between everyone responsible for houses and we communicate well, advise each other and learn from each other".

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 iartras.

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.