

# Turning Point Scotland – Dumfries North and East

## Housing Support Service

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Telephone: 01387 247 123

**Type of inspection:**  
Unannounced

**Completed on:**  
17 March 2025

**Service provided by:**  
Turning Point Scotland

**Service provider number:**  
SP2003002813

**Service no:**  
CS2004077530

## About the service

Turning Point Scotland is a Scottish charity and is registered to provide housing support and care at home service to adults with mental health needs, physical disabilities and or learning disabilities. The provider is Turning Point Scotland.

The community-based service supports people living in Dumfries and surrounding areas north and east of Dumfries. At the time of inspection, approximately 30 people were being supported in their own homes. Along with supporting people living in the wider community, there are also two core and cluster model services based in Dumfries and Lockerbie. Each tenant has their own or shared accommodation, and there is an office base for the staff team. The staff team includes the registered manager, service coordinators, practice quality managers, assistance coordinators, lead practitioners and support practitioners.

## About the inspection

This was an unannounced inspection which started on Monday 10 March and concluded on Monday 17 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 spoke with people using the service,
- we observed interactions with staff,
- spoke with staff and management and reviewed documentation.
- we also obtained feedback from people receiving the service and family members from Care Inspectorate questionnaires which were distributed prior to the inspection.

## Key messages

- People spoke highly of the support they received from the staff.
- People experience very good outcomes as a result of the support they receive and the range of meaningful activities that are experienced.
- There are warm and trusting relationships between staff and people experiencing care.
- People and their families were actively involved in the care planning process, ensuring that people received support that was right for them.

## 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 staff team?	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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

### Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

Individuals using the service should expect to experience high quality care and support that is right for them. We found that the service were demonstrating a strong commitment to involve the people receiving the service and their families, or representatives, to plan and provide the support needed to meet the individual's health and care needs. These plans were regularly reviewed and updated to ensure that the agree plan is accurate and up-to-date. The service worked very closely with a variety of other health and social care professionals to ensure that their health and care needs were monitored and they received the appropriate support that was required. Efforts were made to provide consistency of care to people accessing the service, to ensure that trusting relationships were established and staff were knowledgeable about the individual's complex care needs

Individuals using the service should expect to choose to have an active life and participate in a range of recreational, social and creating activities. The service demonstrated a strong commitment to supporting individuals to participate in meaningful daily activities in the local and wider community. This involved supporting people to participate in daily living tasks as well as attending a variety of other activities and clubs. These activities included arts and crafts, swimming, spa facilities, musical events, outdoor events, trips and holidays. People were also supported to maintain family and community connections. This meant that people felt part of a community, reduced the potential for isolation and improved their general wellbeing.

The management is committed to delivering a high-quality service informed by all stakeholders. They are actively involved in self-evaluation with the quality assurance documentation aligned with the Care Inspectorate Quality Framework and Core Assurances. The Improvement plan was targeted, meaningful and was clearly a working tool by the management team. This meant improvements in the setting were leading to care and support tailored towards the needs of the people using the service.

It was evident that the staff team were motivated to provide a quality service that was flexible and adapted to the individuals' needs and wishes. We did highlight some incidents which would have benefitted from a greater level of internal and external scrutiny in order to demonstrate a commitment to taking a lessons learned approach and taking preventative actions where necessary, therefore we have made this an area for improvement. (See Area for Improvement 1).

### Areas for improvement

1. To ensure that people are protected from harm, the provider should ensure that a lessons learned approach is taken following an accident or incident. The provider should include other professionals where this is appropriate and send notifications to the Care Inspectorate in line with the guidance 'Records that all registered care services must keep and guidance on notification reporting'.

This is to ensure that the care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I use a service and organisation that are well led and managed;' (HSCS 4.23) and '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?

**5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

#### Quality Indicator: 3.3 Staffing arrangements are right and staff work well together.

People using the service should have confidence in the people who support and care for them. We found that staff had accessed a variety of training opportunities designed to equip them to provide safe and informed care. They also had regular supervision from management, which was providing staff with opportunities to reflect on their learning and practice. Staff were observed to be committed to helping people get the most out of their life. Staff knew people well and where individuals were unable to verbally express their views, we observed that they were comfortable with the support staff, looking for reassurance and connection.

Staff reported that the management team was approachable and receptive to any concerns raised. Regular team meetings fostered effective communication and promoted consistency, creating a positive and supportive workplace.

Despite some challenges related to recruitment, the management team had successfully maintained effective staffing arrangements. With ongoing support from the provider, we were reassured that the service was working diligently, to find solutions to improve recruitment efforts.

### 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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

  

How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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