

## The Action Group - Leith Housing Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
12 March 2025

**Service provided by:**  
The Action Group

**Service provider number:**  
SP2003002593

**Service no:**  
CS2004081067

## About the service

The Action Group - Leith, is a care at home, housing support service, based within the Leith area of Edinburgh. Supporting people with a range of disabilities or support needs to be independent in their own homes. The service name and geographical areas have changed since the last inspection, with two teams covering support in the Newhaven and Restalrig areas.

The provider, The Action Group have been registered with the Care Inspectorate to provide the service since 17 July 2004.

## About the inspection

This was an announced (short-notice) inspection which took place from 4 to 10 March 2025. The inspection was carried out by an 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 8 people using the service and 3 of their family
- Spoke with 10 staff and management
- Observed practice and daily life
- Reviewed documents

## Key messages

- People described accessing community activities they enjoyed with support
- Relatives were generally happy with the support their family member was receiving
- Staff described managers as supportive and available for guidance
- Rotas were at times shared at very short notice
- Personal plans were detailed however reviews required some development

## 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?	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 observed friendly and warm interactions between people and staff. People were clearly fond and trusting in their staff.

Staff appeared to know people well and understood the care and support they preferred to receive.

Information within people's personal plans identified the support that they needed to stay well and how staff could support them with their wellbeing. This appeared to have had a positive impact for people, with one person commenting "staff encourage people in a way that's very understanding and lovely. They just listen to you".

Staff were very clear about their role in supporting people with their health and wellbeing. People were supported to be as independent as possible in terms of managing their own medication. One person commented "staff support me with my medication and to get to appointments". Medication was managed well, with a robust electronic system used, which supported safe administration.

Staff recognised quickly when people were becoming unwell or if there were any changes in their routines and appearance. People were encouraged and supported to accessing appointments with community and specialist healthcare services, as and when required. This meant that people were supported to access the right healthcare services at the right time. Staff had developed good relationships and communicated well with these services, which benefitted people's health. This ensured staff had the right information and guidance to support people well with their health conditions or changing needs.

Staff regularly shared and discussed any changes in people's conditions. Gaining support from colleagues if they felt that there was a need for additional or alternative types of support.

People were supported to be as independent and active as possible, being encouraged to take part in social and community activities that benefitted their health and wellbeing. This included walking, train rides, meals out, cinema trips and accessing hobby groups. Staff described learning new skills to be able to support people to take part in activities that boosted people's self esteem and social opportunities.

People were supported to eat and drink well. Some people, were resistant to making healthier choices. However, staff described encouraging people to eat well and take part in physical activity, wherever possible.

## How good is our staff team?

4 - Good

The service was split into two geographical teams; Restalrig and Newhaven. Each team had two managers, who developed and ensured that people's support was planned. People described generally having a consistent team of staff that they knew well. Some people felt that their team was changeable and that this level of inconsistency was difficult for them.

Some people had a rota that included staff photos. This supported people to know who to expect and when. Staffing arrangements generally supported positive outcomes for people, as there was a level of consistency, that was good for people's well-being. One person commented on their staff team, "I wouldn't want to change anything, it suits me".

Some staff described that the staff rota, was at times being given to staff a matter of days before the rota started. This meant that staff and people using the service, did not know when or who would be supporting them into the near future. This had impacted negatively on people's ability to make plans and arrange appointments (see area for improvement one).

There appeared to be a friendly atmosphere, with staff teams generally working well together. Members of staff described good communication and having built good relationships with their colleagues. In some teams there was a lack of a handover. This had a negative impact on some staff, and potentially on the communication within the team.

Team meetings were taking place, which had supported staff to develop strategies and share practice examples with each other. This had supported improved outcomes for people. Staff explained that they would like to spend more time in face-to-face meetings and less time in virtual meetings with colleagues. We discussed this with the manager, who agreed to consider more opportunities for staff to meet in person. We'll follow this up at our next inspection.

The management team had changed in June 2024 and this appeared to have caused a variety of issues with communication and rota development. One person commented about this "We have been going through a period of change. Once it's all done, I believe it would be much better". Staff described that this had started to settle down and managers were approachable and supportive. Staff were confident that managers would respond to any queries or concerns quickly, this had reassured staff that they could access guidance and support when needed.

## Areas for improvement

1. To ensure that people are empowered and enabled to be as independent and as in control of their own life as they can be. The provider should ensure that people have access to staffing rota information.

This should include, but not be limited to, ensuring that information is shared with people in enough advanced notice, to allow people to make plans and arrange appointments with staff.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 2.2 which state: "I am empowered and enabled to be as independent and as in control of my life as I want and can be".

## How well is our care and support planned?

4 - Good

Personal plans were detailed, and identified how the person wished to be supported, including their preferences, needs, and desired outcomes.

Most personal plans we looked at had been reviewed within the appropriate timescales or as and when required, based on changes to the person's changing needs.

For some of these reviews, there was only a sole area identified within the personal plan that had been reviewed, rather than reviewing all the person's care and support needs and preferences. This had the potential to limit the development of outcomes for people and for the service to ensure that the care and support met the person's needs.

We discussed this with the manager, who agreed to audit personal plans to ensure that these were being completed and recorded appropriately.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 31 January 2024 the provider must support people to ensure that personal plans are up to date and contain information that describes clearly how people's needs will be met, as well as their wishes and choices.

To do this the provider must as a minimum, review personal plans at least once in every six month period whilst the service user is in receipt of the service.

This is to comply with regulations 5 (2) (b) (111) (personal plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. (SSI 2011/210).

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).

**This requirement was made on 18 October 2023.**

#### Action taken on previous requirement

The majority of personal plans had been reviewed, with processes for the oversight of this implemented by senior managers.

**Met - outwith timescales**

### 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?	4 - Good
3.3 Staffing arrangements are right and staff work well together	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

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