

Tweed Lodge Housing Support Service

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Type of inspection:
Unannounced

Completed on:
16 April 2025

Service provided by:
Voyage 1 Limited

Service provider number:
SP2004005660

Service no:
CS2021000086

About the service

Tweed Lodge is a registered Housing Support and Care at Home service. The provider is Voyage 1 Limited.

Support is provided to people with a learning disability living in their own homes throughout the city of Edinburgh.

At the time of the inspection, 35 people were receiving support from a few hours a day to 24/7. Each person had a dedicated small team of staff working with them.

The service worked inclusively alongside Tweed Lodge care home service in the South Gyle area of Edinburgh, where people being supported shared friendships and met regularly to enjoy various activities.

About the inspection

This was an unannounced inspection which took place on 07, 08 and 09 April 2025. The inspection was carried out by one inspector from the Care Inspectorate.

The inspection was carried out together with Tweed Lodge care home service in Edinburgh due to the nature of inclusive joint working.

Our visit was then followed by time examining evidence remotely and having discussions via phone with relatives.

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:

- met 14 people experiencing support and spoke with five relatives
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

Key messages

- People experiencing care were supported by a small team of staff which meant support was consistent and staff knew the person extremely well.
- Relatives expressed how the consistency in staff teams had enabled their loved ones to grow and to have improved outcomes in their lives.
- There was excellent support for people in relation to health and wellbeing needs.
- There was a positive culture of risk enablement, learning and growth.
- People were fully involved in decisions about their care and support and how to live their life.

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 leadership?	5 - Very Good
How good is our staff team?	6 - Excellent
How well is our care and support planned?	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?

6 - Excellent

We made an evaluation of excellent for this key question. The service provided outstandingly high outcomes for people's health and wellbeing and ensuring people get the most out of life.

People experiencing care had a small team of staff which meant their support was consistent and staff knew the person extremely well. Their interactions with people were very warm and encouraging. A relative told us: *'I expected my relative to get good care, but I didn't expect the love from the staff.'*

People were treated with dignity and respect and were central to shaping their support. Staff focused on ensuring the best possible outcomes were being achieved for people they were supporting: *'I wasn't sure about the move at first but seeing the difference in my relative's life and wellbeing, it was the right move.'*

When someone was new to the service, staff took time to build trusting relationships with the person to ensure a smooth transition. This gave relatives reassurance and confidence in the service: *'It's really comforting to know my relative is so well cared for, staff are amazing, they know my relative inside out.'*

Relatives told us how the consistency in staff teams had enabled their loved ones to grow and to have improved outcomes in their lives: *'There's no pressures on my relative, at their previous provider, they had to fit in and conform - it was too much pressure for them and for staff, now they can be themselves and staff know how to listen and support them well.'*

Everyone we spoke with commented on how the personalised support reduced people's anxieties and led to improvements in personal care and wellbeing: *'my relative is central to their support, the consistency means reduced anxieties and because they are less anxious in general, they have more 'gas in the tank' to manage an unexpected situation if it happens.'*

Relatives told us how staff understood their loved one and enabled people to reach their potential: *'It is about my relative now - the team are exceptional.'*

One supported person told us how their own life had improved: *'I used to get support from another provider, but it was always agency or different staff, they didn't know me. Now we have no agency, only three staff. It's better, no strangers and makes me a lot happier. I'm not anxious or agitated and I enjoy my support workers.'*

There was excellent support for people in relation to their health and wellbeing needs. Staff had the skills and understood how to support people well with daily needs. This included: with postural support; with personal care; support at mealtimes and administering medication. More than one relative told us: *'the level of continuity has made such a difference, even the dentist has commented on improvement in dental hygiene - it's phenomenal.'*

Staff were very observant to people's presentations. They were trained and skilled in supporting people to keep safe as they enjoyed their day. This included: epilepsy support; autism support and positive behaviour support. One relative expressed how *'staff really understand autism - they have grasped how it is for my relative so well. They don't impart their will and expectations on them.'*

Detailed daily records were kept which evidenced the level of support provided. This also enabled any changes in a person's presentation to be identified and shared with other professionals where required. Staff worked closely with multi disciplinary teams to ensure any changes for a person's support was managed quickly and responsively.

Health professionals we spoke with praised the staff for their work in supporting people to maintain good health outcomes. One professional commented: *'My experiences have been extremely positive. They clearly work in a patient-centred way and have an expertise about each individual person that is vital to informing health team assessments. The staff also advocate for the wishes of those supported and ensure that the wishes of people and the closest people to them are at the centre of any decisions. The strong advocacy and knowledge of the staff team helps to avoid cases of mismanagement and delayed treatment.'*

People were fully involved in decisions about their care and support and how to live their life. The People's Committee, a group of people experiencing support, told us quite rightly, *'we are the experts.'*

The committee members advocated for everyone being supported by Tweed Lodge services in Edinburgh and met weekly with the manager where they discuss: *'having a good life and being interactive with others.'*

Some of the excellent work the committee had been involved with included setting up a monthly Self Evaluation group with relatives and staff to look at what works and what needs to improve. They used the Care Inspectorate (CI) quality framework as a guide.

The group had adapted a CI 'meaningful engagement' booklet and shared it with people across the service.

The committee recently worked alongside Voyage 1 Ltd recruitment team to identify 'what makes a good support worker' and shared 'tips on how to be a good CEO' with senior management. All the members told us: *'voyage is the best company to be in'*

Members of the committee had spoken with students studying health subjects at colleges and universities across Edinburgh, to share *'how best to support us if we were in hospital or at a health appointment'*

Recently, the committee approached local dental practices to offer an opportunity to work together to 'break down barriers' for people with anxieties when attending appointments. Members explained how this would also give dentists an insight to *'understand what would help when treating me or any of our friends.'*

Across the services, there are weekly meet ups, called 'Let's Explore', at various venues across the city where people get together to enjoy an evening with friends: *'we like getting out and seeing what's in the community. We meet with our pals a lot.'*

Staff had set up weekly art classes; coffee morning and music clubs for people to meet and have fun. People also enjoyed attending discos; the theatre and organising parties and holidays. There were no restrictions on looking at things to do: *'we've got a good life'*

Relatives told us about their loved one's achievements which had been out of reach before. One person told us: *'Their relative had invited a new neighbour to go out for their birthday which was great.'*

We were very impressed with the excellent work the People's Committee group had achieved whilst advocating for themselves and for all those experiencing care and support across the service.

How good is our leadership?

5 - Very Good

2.1: Vision and values positively inform practice.

We made an evaluation of excellent for this key question. The service provided outstandingly high outcomes informing practices through vision and values.

The providers aims, objectives and values include:

- Empowering people to live the life they want to lead
- Creative co production
- Freedom to speak up
- Removing barriers
- Encouraging people to reach their potential

We found these values were central and evident within the Tweed Lodge services in Edinburgh and people benefitted from the clear vision which promotes equality and inclusion.

The manager actively seeks to achieve the best possible outcome through listening to 'the experts'. This excellent approach of genuine collaboration with all people - supported people, staff, families and external professionals - fostered a positive culture of risk enablement, learning and growth.

The manager was an excellent role model who supported and guided the staff teams well through positive and difficult times. This meant staff embraced their commitment and confidence grew in their own roles. This in turn, filtered across the services and was evident in such positive feedback from people being supported and relatives about how their lives had improved and how anxieties were reduced for all.

A relative told us: *'Voyage care is a more superior company - the model they use is sensible - they are open to suggestions - there is no red tape - anything is possible and this comes from management.'*

2.2: Quality assurance and improvement is led well.

We made an evaluation of very good for this key question. The service demonstrated major strengths with their quality assurance and improvement being led well.

The manager and the senior teams had very good oversight of each person's support. Regular huddles took place monthly to share good practices, and ensure audits were being completed.

The organisations internal audit systems were detailed and there were very good processes in place for staff to follow.

All relevant legal documentation was in place for people. We advised these be recorded in one place to ensure oversight of any renewal dates if required.

Accidents and incidents were managed well, recorded and reported internally. Some of these events should have been notified to the Care Inspectorate. We discussed this with the manager and were confident these would be reported going forward.

There was a real culture of learning for continual improvement within the Tweed Lodge services across Edinburgh.

How good is our staff team?

6 - Excellent

We made an evaluation of excellent for this key question. The service provided outstandingly high outcomes relating to staffing levels and staff working well together.

The recruitment of new staff was carried out in a safe manner with systems in place to reduce risks to people experiencing care. Processes were in place to ensure potential staff demonstrated the values required for supporting people well. Relatives told us: *'staff are committed to caring'* and *'staff are an asset to the service.'*

Induction processes ensured staff were equipped to start supporting and caring for people effectively: *'the staff know my relative so well and are brilliant, so flexible.'*

Relatives spoke of how staff skills were matched to the person they supported: *'staff member x - suits my relative and my relative suits x'* and *'there are 3 amazing women in my relatives staff team'.*

People could be confident they were kept safe as a result of good recruitment and induction processes. One relative told us: *'the manager picks staff well.'* whilst another told us of: *'good quality consistent care - the way it should be.'*

Staff completed training relevant to their roles and regular observations of competency took place. There was a culture of continual learning within the staff teams. A health professional commented: *'I like how the staff question and challenge me as it keeps me accountable to my clinical rationale.'*

Some staff had taken on roles as internal trainers or champions in specific areas. This recognition to build staff skills kept them engaged and feeling valued and encouraged the positivity within the staff teams.

One staff member had recently been allocated as 'wellbeing champion' and had allocated time to be available to any staff across the services who needed to talk. This positive support for staff mental health and wellbeing was reflective of the ethos of the service.

Staff had dedicated one to one supervision which happened monthly. This gave staff time to reflect on their responsibilities and their professional development. Ad hoc supervision or training took place as and when needed to give support or reflect on work practices.

There was a consistent small team of staff supporting each person. This enabled excellent continuity for the person being supported and helped build confidence and a trusting relationship: *my relative now feels safe and secure due to the flexibility.*

Each team worked efficiently together to ensure continuity was maintained for the person in times of staff sickness or leave. Staff commented they had sufficient rest days between shifts worked.

People we spoke with, and their relatives, all commented on how positive communication impacted their own well-being: *'Staff communication with each other, and with me, is fantastic'.* This holistic approach contributed to the outstanding positive benefits the continuity of the staff and their skills brought: *'The staff are proactive and are interested in what my relative wants to do, they're brilliant'* and *'staff are very active'.*

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in care and support planning.

People's support plans were very clear and well laid out. Guidance was very detailed for each area of care, for example, communication; a typical day; personal care; lifestyle; nutrition and hydration; finances; and future planning to name a few.

There was further thorough support guidance and risk assessments in individual plans for autism support; epilepsy support and rescue medication, postural support; skin integrity; eating and drinking; oral care and moving and assisting to name a few.

Plans were reviewed regularly through keyworker meetings, team meetings and through person centred reviews with families and/or guardians.

Any health support, for example, epilepsy support guidance was reviewed regularly with health professionals.

Information will shortly be transferred to an online support planning platform and management are confident this will transition smoothly.

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?	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our leadership?	5 - Very Good
2.1 Vision and values positively inform practice	6 - Excellent
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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