

## British Red Cross- Support at Home Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
17 April 2025

**Service provided by:**  
The British Red Cross Society, a body  
incorporated by Royal Charter, known  
as British Red Cross

**Service provider number:**  
SP2003000222

**Service no:**  
CS2004073103

## About the service

British Red Cross provides Care at Home and Housing Support services to adults living in the Inverness and Mid-Ross areas.

There is an office base in Inverness and at the time of inspection the service was supporting 104 people.

The service provides flexible packages of care and support to meet a wide range of disabilities, health conditions and illnesses. Care and support was provided in people's own homes and within wider community settings.

## About the inspection

This was an unannounced inspection which took place on 7-10 April 2025 between 09:00 and 17:00. 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 30 people using the service and five of their family and friends
- spoke with 11 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- Staff developed meaningful relationships with people based on warmth, respect, and compassion.
- People receiving care and support felt valued as individuals and were confident in how the service responded to their needs.
- People welcomed the flexibility of the service and a creative approach in supporting them to achieve their goals.
- Staffing levels were good, and people's care and support benefited from consistent staff teams.
- Staff were competent, skilled, and knowledgeable within their role due to regular training.
- People and their families were fully involved in planning their care and support.
- People benefited from regular communication between managers, their support team, and external professionals in promoting their health and wellbeing.

## 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
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?

5 - Very Good

We evaluated this key question as very good, where significant strengths supported positive outcomes for people.

People received warm, compassionate care that was based on trust and confidence in their support team. Staff enabled people to make choices based on a clear understanding of what was important to them in achieving their best outcome. One person moved to a new home and re-established family connections. Other examples were how the service empowered people to remain in their home and be independent for as long as possible. One person told us "I have warmth, respect and compassion from carers in abundance" and another confirmed "they are all very caring to me, if I am having a bad day, they've always got time to talk to me."

People consistently described staff as "going above and beyond what was needed," being flexible in supporting changes to routines. This allowed people to choose activities or family events that were important to them. Staff were skilled in promoting an enabling attitude and worked to the individual's strengths and pace. This meant people felt confident and not rushed in what they were doing and trying to achieve. One person told us "The service is flexible, and they do their best to accommodate things. It's excellent, they never rush and always got time for you" and another confirmed "I think it's very good, right from start the carers have been great, nothing is too much trouble."

If there were concerns, people were comfortable in talking with both managers and staff, being assured it was dealt with sensitively and confidentially. This meant people were confident in speaking up as experts in their own care and support. One example is a person who organises their own meetings with their support team, and another told us "I appreciate them, all the ladies are all very nice, I can ask anything if I need it, and they speak to me very kindly."

Staff supported choices about healthy lifestyles holistically and sensitively. If it was not possible to involve them in decisions, managers explained why specific support was in place to ensure their safety and wellbeing. An example was a person who described the service as saving their life and that "they fought my corner" and another who told us "They are always supportive and ready to offer more help if I need it. I think they give a terrific service." The service evidenced that supporting legal documentation was in place to ensure this was implemented in a way that protected and upheld people's rights.

Managers knew people, families, and staff well and demonstrated a strong understanding of person-centred care and support. People's support plans were tailored to specific, individual needs that included aspirations and goals. One external professional told us "They are very good: they've been very responsive and been amazing in terms of supporting complex support" and another confirmed "they've been good at being resilient with support. Communication is great, we get responses within a day if not sooner, and a good bit of flexibility, like last minute appointments."

The service could improve by consistently recording the outcomes for when 'as needed' medication is administered by carers. Managers should regularly review these to ensure medication is effective in achieving the desired health outcome.

## How good is our staff team?

5 - Very Good

We evaluated this key question as very good, where significant strengths supported positive outcomes for people.

Staff were recruited carefully and well to ensure the right people with the right values were supporting people. Staff were competent, knowledgeable, and skilled based on regular supervision and training. One staff member told us "It's good to have supervision and practice observation and think about the Codes of Practice" and another confirmed "we're very supported in our role and constantly doing training."

People and families expressed confidence and feeling reassured that the right staff were caring and supporting at the right times. People were supported by staff who understood their needs and were part of a consistent support team. One person told us "I am introduced to people and everything runs smoothly. I have my own team, communication is good," and another confirmed "I have a little team, I don't have different people and it's flexible if needs change." This meant people felt confident in the care and support because they knew who was coming and when to expect them.

Staff had developed trusting working relationships with the person and their families. Staff were motivated being employed in a service that worked hard to ensure people's support worked for them. People receiving support and staff provided feedback about their experiences and suggestions for improving outcomes for people. One staff member told us "They do listen and take on board feedback or any suggestions. They actively encourage feedback, and they keep an eye on us, see we are okay" and another confirmed "they really care about people, I think that's important."

Staff and managers communicated well as a team and felt supported in their role. This meant the focus of arranging people's support was person-centred and balanced with supporting the wellbeing of staff. Managers were described by staff as responsive and available. Dignity, compassion and respect applied to staff as well as being embedded in how people received care and support. One staff member told us "I love working for them. They're good, we work well as a team, they're good with staff" and another person confirmed "if I phone the office, I am never made to feel that anything is a bother."

The service could improve by reinstating regular staff meetings, which have been affected by the recent relocation of offices and were valued by the team.

## How well is our care and support planned?

**5 - Very Good**

We evaluated this key question as very good where significant strengths supported positive outcomes for people.

Care plans were detailed, updated regularly, and used person-centred language that clearly demonstrated the individual's unique likes and dislikes. This included strategies on how staff safely supported and responded to people in a crisis. Staff anticipated people's needs and were able to identify changes in health and reported concerns to managers. This ensured people were receiving the right care at the right time. One staff member told us "You see things like health changes in people we support and we can feed that back, and be listened to, and it's followed up" and an external professional confirmed "people achieve positive outcomes and with regular reviews, they're responsive and reactive and can tell they're good at helping clients achieving outcomes."

Families and people receiving support expressed their gratitude for how the service meaningfully involved them and showed sincere concern. This meant people's care and support reflected their wishes and adapted alongside their own changing goals.

One person told us "They look after us as a family and are always concerned for us" and another confirmed "management and their team of carers have gone above and beyond supporting my relative and myself and I cannot thank them all enough." This meant people important to them were fully involved in shaping and directing their care and support.

People and external professionals described the service as proactive in considering solutions that best meet positive outcomes for people. One person told us "Communication around my support is good. We work with others who support me and it's a lifeline for me, I'm very happy with the service indeed" and an external professional confirmed "they work well with other agencies and are very good and supportive of people coming to meetings, being proactive if they have a solution and creative, and persevere with people when other agencies pull out." This meant the service was recognised by people for working collaboratively and communicating frequently with professionals. One external professional told us "We speak regularly, weekly or more they're always really helpful and highlight priorities about keeping people safe and responsive, they're very caring."

The service could improve by making the internal review process clearer in the context of the multiple meetings that were taking place. Due to the number of meetings, the minimum six-monthly meetings to talk with people about how their support was going was unclear for some people we spoke with.

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

### Areas for improvement

#### Previous area for improvement 1

To ensure that people experience compassion, dignity and respect, the provider should ensure that communication in the service is improved so that important information about changes to staffing and support arrangements is provided to people, or their representative, as needed.

This is to comply with Regulation 4 (1)(a) (Welfare of users) 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 states that: 'I receive and understand information and advice in a format or language that is right for me' (HSCS 2.9).

**This area for improvement was made on 2 June 2023.**

#### Action taken since then

The service implemented a recording system that confirmed when managers communicated to people about support changes. The majority of people said that there was significant improvement in staff updating them about altered support arrangements. Managers apologised to people where there had been an oversight and resolved any concerns. We advised the managers to continue monitoring how people were updated with information and continue to seek people's views on progress.

This area for improvement was met.

### Previous area for improvement 2

To ensure that people can have confidence that quality assurance and improvement is led well, the provider should ensure:

Improvement in its recording and reporting systems; ensuring that they comply with all legal responsibilities, including submission of notifications to the Care Inspectorate in accordance with its notification guidance.

This is to comply with Regulation 4 (1)(a) (Welfare of users) 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 states that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This area for improvement was made on 2 June 2023.**

### Action taken since then

The management team used a digital system for scrutinising quality assurance and improvement actions. Progress was updated on audits of core areas for performance with named managers accountable for monitoring progress within set timescales. Evaluation of the information by managers had been strengthened and used to inform the service improvement plan. Managers identified quality assurance as a theme for staff development sessions, which meant staff clearly embedded it within practice. Recording and reporting of incidents to external agencies was compliant with legal requirements.

This area for improvement was met.

## 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
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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