

Care Support Scotland, East Craigs Learning Disabilities Service. Housing Support Service

51 Craigmount Brae
Edinburgh
EH12 8XD

Telephone: 07551692552

Type of inspection:
Announced (short notice)

Completed on:
14 April 2025

Service provided by:
Care Support Scotland

Service provider number:
SP2004005200

Service no:
CS2003055952

About the service

Care Support Scotland, East Craigs Learning Disabilities Service is a combined care at home and housing support service. Combined with East Craigs Learning Disability and Neurodiversity Service.

The service supports people with a variety of care and support needs to live independently in their own homes, or in the community, mainly within the East Craigs area of Edinburgh.

The provider, Care Support Scotland, has been registered with the Care Inspectorate to provide the service since 30 April 2004.

About the inspection

This was a announced (short notice) inspection which took place between 2 and 14 April 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 9 people using the service and 3 of their family
- Spoke with 8 staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

- People described enjoying their support
- People's health and wellbeing was supported well
- Matching of staff skills to people's needs and preferences could be developed
- Good team work benefitted people's outcomes

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 |

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.

We observed warm, friendly and encouraging interactions between staff and people using the service. Supportive relationships had clearly been developed. People described the staff were kind and helpful. One person commented "the staff are very nice, they have a nice way with people". These positive relationships appeared to impact well on people's health and wellbeing.

Staff described knowing people well and having access to information about people's health conditions. This had supported staff to know when people were becoming unwell. Staff responded quickly to any changes in people's care and support needs, with staff developing good communication and relationships with external healthcare professionals and specialists.

Staff and management had used a variety of strategies to support people with their psychological needs. Using positive behavioural support approaches to enable people to get the most out of life.

People described taking part in a variety of different social community opportunities, along with individual activities, including art, swimming, visiting museums and places of interest and having short break and holidays that matched their interest and preferences. This had a positive impact on people's wellbeing and physical health also.

People described being supported and encouraged to eat well. One person commented on how some staff were keen to encourage a more varied diet, introducing new recipes and flavours. Staff described trying to encourage people to move more and become more physically active. These approaches supported people to be healthier and consider different options.

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Staffing arrangements for the service were generally determined by a process of reviewing the care and support needs of people. This included developing the staffing rota to take account of matching the right staff to people, ensuring where possible compatibility and continuity. This worked well for some people, however some people were uneasy with new staff, until relationships were developed. We discussed with the manager, how some people were being supported by staff who did not have the relevant skills to enable people to access the activities they would like to engage with. The manager agreed to consider how staff skills could be matched better to people's preferred life style choices. We'll follow this up at our next inspection.

People and their relatives described that they could discuss their preferences of the staff they would like to support them, and that these were generally accommodated. This ensured that people were comfortable with their staff team and would benefit from continuity.

Some people had pictorial rotas which identified their support times and who would be supporting them.

Other people used a variety of ways to know who would be supporting them, these were based on people's abilities and how they preferred to get information. This ensured that people had the information in a format and time that suited their needs and preferences.

Staff and people using the service had access to support via a mobile phone, which a designated staff member would have for a set period of time. This had been supportive for some staff however calls to this phone, were disturbing people's support time. We discussed the appropriateness of this system of communication with the manager, who agreed to consider an alternative that would not negatively impact on people during their support times. We'll follow this up at our next inspection.

People using the service and staff benefitted from a warm atmosphere because there were good working relationships. Staff described good and effective communication between their colleagues, with opportunities for discussion about their work and how best to improve outcomes for people. Some staff commented, that there were different approaches used by staff to support people, which impacted on consistency for people.

Staff positively described their teams, stating that they enjoyed working in the team and appreciated the people they worked with. Staff also commented that managers were very supportive and responsive. They appreciated the opportunity to attend team meetings, however would like to meet more often and in person rather than virtually. Staff supervision and quality assurance audits were taking place, which ensured there was oversight of staff practice.

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? | 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 |

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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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.