

## Support Works: Group One Housing Support Service

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Edinburgh  
EH6 4RB

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

**Completed on:**  
17 April 2025

**Service provided by:**  
City of Edinburgh Council

**Service provider number:**  
SP2003002576

**Service no:**  
CS2004069196

## About the service

Support Works: Group One is a housing support and care at home service for adults with learning disabilities. The service supports people who may have complex needs including; autism, mental health support needs or intensive support requirements to live safely in their community. The service provides person led support to enable people to manage their own homes, increase their independent living skills and connect with their local communities.

The service has been registered with the Care Inspectorate since 1 April 2011. The provider of the service is the City of Edinburgh Council.

At the time of the inspection, 25 people were experiencing a care and support service.

## About the inspection

This was a full inspection which took place from 10 April 2025 to 16 April 2025. We visited the service's site office on 10 April 2025 and observed people being supported in their homes on 11 and 14 April 2025. This inspection was carried out by two inspectors 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 six people using the service and five of their family members
- spoke with 14 members of staff and management
- observed practice and daily life
- reviewed documents
- spoke with health and social care professionals who have regular contact with the service.

## Key messages

People's health and wellbeing outcomes were being met.

People were supported to be as independent as possible.

People lived full lives and regularly took part in activities they enjoyed.

People were supported by staff they knew well and had positive relationships with.

Staff received training that was appropriate to their role.

Staff worked well together and were supported by a competent leadership team.

## 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. We evaluated the performance of the service under this key question as very good.

People experienced very good health and wellbeing outcomes as a result of their care and support. Staff interactions with people experiencing care and support were warm, encouraging and focussed on promoting people's independence. Staff were respectful when they spoke about the people they were supporting and showed patience in their interactions. People's wellbeing benefitted from being treated with compassion, dignity and respect.

Staff were focussed on achieving the best possible outcomes for the people they were supporting and caring for. Care was delivered at a pace suitable for each person. People were regularly supported by the same members of staff who spent time getting to know people. This meant that trusting relationships were formed between people and the staff who supported and cared for them.

Systems were in place to safeguard people from potential harm and staff were aware of their responsibilities in this area. People's finances were safeguarded both at team level and through additional quality assurance measures. The service displayed very good practice by completing best interest decision making tools for larger purchases. These systems and procedures ensured that people experienced safe care and support. Staff showed strong values and a commitment to the people they supported and cared for. One staff member commented:

"I get some satisfaction from work on a good day, but I like the challenge of the difficult day and how we pull this through to be a positive day instead".

People were encouraged to maintain contact with friends and family. Relatives confirmed they were able to freely visit their loved ones at a time of their choosing. People often left their homes to attend events or visit friends and family in the community. People's wellbeing benefitted from regular interaction with those who were important to them.

Plans which detailed how people would fill their days were displayed in people's homes. These plans took account of people's communication needs. People were busy and spent time doing activities they enjoyed. Staff had time built into their day that was dedicated to carrying out activities with people. People we spoke with told us stories of activities they had enjoyed with staff. People experienced very good wellbeing outcomes due to being involved in varied and regular activities.

People's health benefitted from regular engagement with other health services. People were in touch with social workers, GPs, learning disability professionals and a wide range of other specialists. The health professionals we spoke with commented favourably about their working relationships with the service. This multi-agency approach helped people keep well and ensured their health needs were being met and regularly reviewed. One health professional told us:

"they continue to do challenging work under challenging circumstances. But what they've done is demonstrated they have the skills and can develop their skills to manage these complex challenges of care".

Medication systems were very good. Staff had received training in the administration of medication which

helped them gain confidence in their practice. Audits related to the administration of medication regularly took place. We suggested to the service that the auditing of medication practices would benefit from being expanded.

Personal plans were effective with a very good level of detail. This guided staff on how best to support people. Plans were underpinned by good quality risk assessments which were meaningful and specific to each person being supported. Quality assurance visits took place regularly in people's homes. This helped ensure that the support and care being offered was meeting people's needs.

Accidents, incidents and complaints were being recorded, monitored and dealt with effectively. This helped the service remain responsive to change. People's support was regularly reviewed and a review tracker helped the service keep on top of this. People found their support reviews meaningful. One person told us:

"I get a review every six months. I make team, coffee and biscuits for everyone. It's my time to shine. I love my reviews".

People's health and wellbeing was benefitting from their care and support. Parents and guardians told us that they felt their loved ones were safe and well looked after. Some made suggestions for how the service could be further improved. These suggestions were discussed with the service manager. One family member commented:

"(my relative) is out Monday to Friday doing activities on a timetable. Support Works do this with (them). They always have something to do. They look after (them) really well, they really do".

## How good is our staff team?

## 5 - Very Good

We found significant strengths regarding the staffing of the service and how this supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

Strong recruitment process were in place to reduce the risk to people experiencing care and support. Staff were supported to register with the Scottish Social Services Council (SSSC). Staff were also supported to undertake professional qualifications to maintain their SSSC registration. Induction processes ensured that staff were regularly assessed to make sure they were appropriately trained to begin providing effective care and support to people.

Staff completed training that was relevant to their roles. This included training that was specific to understanding the needs of people being supported and cared for. Staff told us the training they received helped them to carry out their work effectively. Training records were kept which evidenced that training was up to date. People experienced care and support from well trained staff who were knowledgeable about their health related issues.

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in supporting and caring for people. Staff spoke positively of their work and told us they were proud to work in the service. This demonstrated a commitment to both the service and the people they were supporting and caring for. People experiencing care and support along with their relatives spoke favourably about the staff team. One family member commented:

"(my relative) is definitely treated with dignity and respect. I can't fault (their) current team, they are fantastic".

Arrangements for the one to one supervision of staff were in place. Staff spoke positively of the supervision process and told us they were free to seek support with any issues they faced. We suggested expanding quality assurance visits that were already in place to enable findings to directly feed into supervision processes. Staff also engaged in an annual appraisal process. Team meetings and staff forums gave staff further opportunities to discuss any issues they experienced and to contribute to the development of the service. This evidenced that staff were valued by leaders in the service.

Communication systems within staff teams were very good. The service made good use of handover meetings for staff members to share information with each other. Each part of the service had an experienced senior member of staff. This meant that care and support staff never felt alone in decision making and that a supportive presence was always available for them.

Staff reported that they felt equipped to do their jobs to the best of their ability. Leaders regularly visited staff working in the service and offered advice and support. This promoted a positive and supportive culture within the staff team. Speaking of their manager, one staff member told us:

"we have a great relationship. (They are) really supportive; the perfect balance of giving us autonomy and being there to support us".

## 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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