

Orkney Supported Living Housing Support Service

Enable Scotland
Unit 3 Kiln Corner
Kirkwall
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Unannounced

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Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
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CS2011299399

About the service

Orkney Supported Living is a combined care at home and housing support service based in Kirkwall. The service provides support to adults with physical or learning disabilities within their own homes.

The provider of the service is Enable Scotland (Leading the Way).

The service provides flexible packages of care and support to meet people's needs with daily living.

About the inspection

This was an unannounced inspection which took place on 12 to 15 May 2025. 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 eight people using the service and five of their family
- spoke with 16 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 the time to get to know people well.
- People receiving care and support were happy and confident in how staff responded to their needs.
- People valued the flexibility of the service and a creative approach in supporting them to achieve their goals.
- Managers used thorough quality assurance processes and regular conversations with people, their families and staff to promote continuous improvement.
- Staffing levels supported positive outcomes for people and their care benefitted from consistent staff teams.
- Staff were competent, skilled and knowledgeable within their role due to regular supervision and training.
- Staff felt positive and well supported within an open and welcoming work culture, which benefitted people receiving care.
- People and their families were involved in planning their care and support.

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 goals. One person was supported to take part in an art exhibition and has developed increased confidence in going out independently. Other examples were how the service supported people to attend special family events and celebrated their achievements with them. People felt comfortable with their support team and we saw positive relationships based on knowing people well. One person told us, "I like my team, and I went to a concert" and another confirmed, "I like my team and can speak my mind". This was confirmed by an external professional who told us, "People appear happy and well supported and have good relationships with the staff supporting them". This meant people were able to achieve their best outcomes based on what was important to them as an individual.

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, "Enable are very person-centred in the support to each of the individuals". Staff confirmed with us how achieving the best outcomes for people was promoted and told us, "It is a person-centred way of working and making sure people's voices are heard" while another said, "It is a focus on people and what they can do to reach their goals". This meant people were encouraged to develop their independence and skills.

People described staff as being flexible and creative in supporting changes to routines and working to the individual's strengths and pace. One example was a person who was gradually supported to attend community events which were different to their usual routines. Staff were skilled in promoting an enabling attitude and were sensitive in responding to people experiencing stress and distress. If there were concerns, people were comfortable in talking with both managers and staff. This meant people felt safe and confident in their support. One relative told us, "Staff support at a pace that they can manage and take it a step at a time, they try and match people too" and another confirmed, "They provide a good service and are always looking out for my relative".

Staff supported choices about health and lifestyle that contributed positively to people's physical and mental health. We heard about activities such as, swimming, regular trips to places of interest and promoting people's hobbies. One example was the importance of pets in people's lives and how they could direct their support to include caring for them. Staff used creative approaches in supporting people to make decisions through personalised communication methods. One staff member told us, "Training has helped me to be confident in the role and creative in setting goals" and others we spoke with agreed. This meant people could make informed choices as much as possible and be in control of their support. Managers and staff responded promptly to changes in health and shared concerns with relevant professionals. Staff told us, "Managers fully support us to do the best for the person we support" and "any concern, we can say right away, and managers would see to it". This meant people received the right healthcare from the right person at the right time.

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, with person-centred adverts and selected 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, "Training and supervision is good, I feel that I can go and ask anything and managers are really good at helping me to understand" and another confirmed, "The management and team we have now has been consistent, everybody knows what they are doing, I have supervisions and monthly catch ups but feel I can knock on the door at any time too".

Managers and staff worked together around ensuring the right staff were caring and supporting people at the right times. One example was the 'meet and greet' where people were introduced to potential new staff to their team. Staff were also offered smaller contracts to promote flexibility and work-life balance. This meant people could have a say in who provided their care and support as much as possible. One staff member told us, "The team work really well together and managers give you praise" and another confirmed, "We get on really well and it's very much a team effort, we are there for advice and support each other". This meant people benefitted from staff teams that communicated well with each other and were consistent and stable due to being supported in their role.

People benefitted from a warm atmosphere because of good working relationships between staff and managers. Regular meetings and comprehensive training provided opportunities for staff to discuss their work and develop confidence in building meaningful relationships with people they support. Staff were motivated and clearly understood their role in promoting people's outcomes based on what was best for the individual. Staff told us, "If you need something it is sorted right away, I feel an equal and treated very well and confident in my role" and another confirmed, "I feel listened to and can ask questions, everybody is absolutely brilliant and have gone beyond just showing and explaining things".

We heard about changes in the management team that have had a positive impact on staffing. Staff spoke of how managers were responsive, approachable and focused on how to continuously improve outcomes for people. This meant people benefitted from staff that were well led and managed with a clear vision for the service. Staff told us, "Now the team here is more stable, there's great support and people pop into the office all the time" and another confirmed, "I look forward to the monthly team meetings as they listen to us, I feel appreciated".

The service could improve by ensuring rotas are consistently available for people, and their families where appropriate, so they know who is supporting them and when.

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 and support plans were detailed, updated regularly and used person-centred language that clearly demonstrated the individual's unique preferences. This included strategies on how staff safely supported and responded to people in a crisis. People and their families were meaningfully involved in developing and reviewing their personal plans. Managers ensured this was happening by strong leadership and staff competence which was monitored through quality assurance processes. One relative told us, "I am always involved with meetings and reviews; there's time for everyone to catch up" and another confirmed, "I think the staff and managers are easy to talk to. We have reviews and when my relative wants to do things independently, they are assessing the risks and balancing this with guidance". This meant people were enabled rather than restricted in making choices.

People were supported in various ways to be involved in their reviews. Where people were not able to fully express their wishes, the relevant legal documentation was in place. This meant people's rights were upheld. One example was where a person joined their review for a shorter period and was supported to talk through their photo story while another was where review questions and answers were prepared in advance. One staff member told us, "People can lead their reviews if they want to. We are open and person-centred and that is such a great thing" and another confirmed, "Before a review we do a questionnaire, and we take their views to the meeting if they do not wish to attend". This meant people's voice was heard and they were fully involved in decisions in ways that were comfortable for them.

Families spoke positively about communication with managers and staff about changes to support. One example was where the support a person received was reduced and another where the support arrangement was changed. The relative told us, "I have asked about a staff member my relative likes and this has been listened to, and the staff at the moment fit in with their day-to-day needs". This meant people's choices and decisions were respected. One staff member told us, "Communication is a big thing with staff, families and people we support. We do that well here and there is time to build up a really good relationship". Families confirmed this and told us, "I think they've got a nice approach and top marks for communication" and "Managers are very good and always keep me in touch with any changes". External professionals also spoke of regular communications and good working relationships. This meant people and their families benefitted from their care and support being evaluated in line with their wishes.

The service could improve by ensuring consistency of communication with all relevant families so that they share similar experiences of the service.

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?	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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