

Flexible Respite Support Service

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Type of inspection:
Announced (short notice)

Completed on:
15 July 2025

Service provided by:
Flexible Respite Ltd

Service provider number:
SP2014012350

Service no:
CS2014330598

About the service

Flexible Respite operates from an office base in Tweedbank in the Scottish Borders and is registered to provide a support service to adults and older people with physical/sensory needs and/or memory impairment/dementia and those with mental health conditions and/or a learning difficulty living in their own homes and in the community.

At the time of the inspection a service was being provided to 34 people.

About the inspection

This was a short notice announced inspection which took place on 10, 11 and 14 July 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 five people using the service and two family members.
- spoke with staff and management.
- observed practice and daily life.
- reviewed documentation.
- reviewed feedback responses from our Care Inspectorate questionnaire from 15 people using the service and their representatives and nine staff members.

Key messages

- People experiencing care and their staff shared positive and friendly relationships underpinned by mutual respect and trust.
- People experienced support in a relaxed manner, where they benefitted from having time to talk with staff and enjoyed invaluable companionship.
- Staff demonstrated a good understanding of people's health needs ensuring they provided the right support to help people achieve good outcomes.
- An inclusive approach to support meant people remained actively involved in the ongoing assessment and planning of their care.
- People benefitted from very good continuity of support, from small teams of familiar staff.
- Comprehensive personal plans were in place and risks were assessed with effective measures outlined to keep people safe.

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 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.

Staff were observed interacting naturally and positively with people using the service, sharing mutual respect and engaging in light-hearted conversations. People told us they had the utmost trust in their staff, describing them as 'unfailingly cheerful, kind and respectful', 'second to none' and 'amazing'. Staff treated people with dignity and kindness, fostering a supportive and compassionate atmosphere in people's homes.

Support was provided at a relaxed pace to suit each individual's needs and preferences. People were not rushed and staff had time to talk, offering invaluable companionship in addition to meeting care and support needs. This person-centred approach significantly enhanced individuals' overall experiences and contributed to their emotional wellbeing.

Staff demonstrated a good understanding of individual's health needs, some of which were complex and could have a significant impact on people's day. Staff had access to clear guidance, helping them focus on specific tasks which supported people to achieve better health outcomes. A range of practical support was provided to people, such as assistance with medication or attending appointments. Some people told us staff were very good at encouraging them to remain active and maintain their independence. People could be confident of having the right support to help maintain their physical and mental health and wellbeing.

Where required, people were assisted to prepare meals, snacks and drinks. Staff were trained to ensure they had the skills and knowledge to promote healthy eating, including specialist support for people with specific requirements such as diet-controlled diabetes. People benefitted from support which was attentive and sensitive to their individual circumstances.

How good is our staff team?

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.

Staffing levels were routinely reviewed by managers and aligned with individuals' assessed support needs. Where changes occurred, regular discussions were held with individuals and their representatives to ensure adjustments were made. This inclusive approach ensured that people remained actively involved in the ongoing assessment and planning of their care.

Support was provided to people in small teams by staff who were well-known to them. Managers sent written and photographic rotas to people so they knew who to expect. In emergency situations, alternative staff who were known to the person were able to step in, which maintained trust and consistency. People could be assured of having very good continuity of support from familiar staff.

Staff were supported very well by their managers who were readily available to offer valuable guidance and advice, including out of office hours. Regular one-to-one and team meetings provided staff with opportunities to discuss and reflect on their practice, with a particular focus on supporting positive outcomes for people using the service.

Recruitment processes were thorough and completed in line with current guidance. All new staff were required to carry out a thorough induction and were introduced to people experiencing care during short visits with the manager. A variety of training opportunities was provided, both face to face and via an online learning platform. Consequently, people could be confident their staff were recruited safely and they were well trained.

How well is our care and support planned?

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.

People should be confident their staff have sufficient and accurate information to deliver their care and support safely and in line with their wishes. Well executed personal plans were in place for everyone, with information and guidance about the person's needs and planned outcomes. Information about people's preferences and how to support decision making helped staff understand what was important in the person's life. Comprehensive risk assessments were completed, giving effective measures outlined for staff to follow to keep people safe.

People using the service were empowered to have meaningful input into reviewing their own support. Individuals' needs were regularly reviewed and people were empowered to express their views on their expected outcomes. Personal plans did not always include full details of people's wishes in relation to future care planning (**sometimes referred to as anticipatory care planning**). We discussed this with the manager who agreed they would take the necessary and appropriate steps to discuss and document people's preferences for future care and support.

Written records including daily recordings and other documentation used to review people's care and support, were maintained to a good standard. People could have confidence that staff had accurate and up-to-date information to effectively support them in achieving their planned outcomes.

Where people were not able to fully express their wishes and preferences, individuals with the legal authority were involved in helping shape and direct people's care and support. We were assured to see measures in place to maximise support to protect and uphold people's rights.

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

In order to support safe outcomes for people experiencing care, the provider should ensure that training is provided for staff in the use of epilepsy rescue medication.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 16 February 2023.

Action taken since then

Since the last inspection the provider had introduced training for relevant staff in the administration of epilepsy rescue medication. This supported safe and effective care for individuals who experienced seizure activity and required urgent intervention.

This area for improvement is met.

Previous area for improvement 2

To fully promote the safest outcomes for people experiencing care and staff, the provider should implement a robust risk management process.

This should include, but is not limited to:

1. Carrying out a full review of risk assessments required across the service.
2. Using a standard risk assessment format to ensure consistent and detailed information is documented.
3. Ensuring that all risk assessments include a date for review.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that

'I make informed choices and decisions about the risks I take in my daily life and am encouraged to take positive risks which enhance the quality of my life' (HSCS 2.24).

This area for improvement was made on 16 February 2023.

Action taken since then

The provider had undertaken a comprehensive review of all required risk assessments across the service. These assessments effectively identified potential hazards and equipped staff with clear guidance to promote safe practice. Assessments were tailored to reflect individuals' unique circumstances and were regularly updated in response to any changes. The improved risk management processes played a vital role in maintaining the safety and wellbeing of everyone involved.

This area for improvement is met.

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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