

## Streets Ahead (East) – Care at Home/Housing Support Housing Support Service

Room 4  
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Langtongate  
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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
6 August 2025

**Service provided by:**  
Streets Ahead (Borders)

**Service provider number:**  
SP2003001977

**Service no:**  
CS2004076952

## About the service

Streets Ahead (East) provides care at home and housing support to people in their own homes which is tailored to each person's needs. This can be from a few hours a week to 24 hours support.

The service has its registered office in Duns in the Scottish Borders and supports people living in various Scottish Borders localities. There are currently four teams covering Duns, Kelso, Jedburgh and Galashiels localities.

At the time of this inspection the service was providing support to 29 people.

The service provider is Streets Ahead (Borders) Limited.

## About the inspection

This inspection took place on 22 and 23 July 2025. On both days we met with management and we visited supported people in their own homes.

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.

The inspection was carried out by one inspector from the Care Inspectorate.

The visit was then followed by time examining evidence remotely and having additional discussions with management electronically.

In making our evaluations of the service we:

- spoke with people using the service, relatives and staff at our visits
- considered feedback from completed and returned MS Forms questionnaires from supported people, relatives, staff and external professionals
- observed practice and daily life
- reviewed documents.

## Key messages

- There were very good strengths demonstrated in supporting positive outcomes for people.
- Staff demonstrated an enabling approach by promoting people's independence.
- There were sufficient support staff employed to meet the needs of supported people.
- Staff knew people well and this promoted very good health and wellbeing outcomes.
- New support plans were being developed to make them more concise, and easily accessible for staff to refer to.
- People could be confident staff were recruited safely with all pre-employment checks completed prior to the staff member starting employment.

## 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?	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 and support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

We met supported people with their support staff during the inspection. People were very comfortable with staff and there was good rapport. Staff were enthusiastic and interested in people. They listened and communicated in a way which mirrored and suited the person. Interactions were respectful and kind, positive and empathic, with good humour. All of which enhanced relationships and enabled people to feel relaxed, included and accepted. One relative stated: "The support and care provided are clearly evident in the smiles".

Staff demonstrated an enabling approach by supporting people to live as independently as possible with daily living, attending groups and accessing community facilities. People were supported to maintain and develop their interests and strengths. This included supporting people to achieve skills accreditation at the local college. People were supported to attend celebrations and go on days out and have holidays. One relative stated: " My relative is extremely well supported by Streets Ahead staff who enable them to live a full, active and purposeful life".

Staff members knew people well and this promoted very good health and wellbeing outcomes. People were supported to make and attend health care appointments. This meant they could support the person to share relevant information with the health professionals and help reduce their anxiety. Familiar staff were able to recognise if there were any changes to the person's health and wellbeing needs. Where concerns were identified referrals were made to appropriate professionals in a timely manner. One external professional stated: "Referrals are always timely and staff knowledgeable when attending with people".

People received appropriate support around their health conditions. This included very good support for people with diabetes and for people with epilepsy. We have advised information on health conditions in people's support plans are reviewed to ensure all conditions are detailed along with how they impact on the person.

People were supported well to maintain good skin integrity. Where skin issues arose they were managed swiftly and were monitored well, through the use of body maps. The issues were reported and district nurse input sought when needed.

Medication administration was monitored well, and any errors analysed with staff to gain learning and bring about improvement. We have reminded management to ensure all medication errors are notified to the Care Inspectorate as per notification procedures.

A positive behavioural support programme had been developed, with staff completing appropriate training. This support looks to improve the person's quality of life by understanding the reasons behind the behaviour and to tailor consistent support to promote positive behaviours and reduce the need for restrictive practice. Where restrictions were placed on people, these were documented, with the reasoning behind it, along with the supporting legal frameworks. Appropriate risk assessments were in place which thoroughly assessed the risk and found ways to minimise those risks for people.

External professionals gave us positive feedback about the team working with them to achieve best outcomes for people. One stated: "Staff and management always seem to have strong relationships with the people they support, and their families, and advocate well on their behalf. The service does not shy away from "difficult" support packages and has a track record of working with the Learning Disability service to resolve issues during more challenging times for clients".

### How good is our staff team?

### 5 - Very Good

We found significant strengths in aspects of the care and support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People could be confident staff were recruited safely with all pre-employment checks completed prior to the staff member starting employment.

There were sufficient support staff employed to meet the needs of supported people. New staff were introduced to the supported person and shadowed more experienced staff before they started providing support. Support shifts were managed through an electronic scheduling system. Staff considered they had enough time to care and support people without rushing. Times of support were flexible to reflect people's changing needs. One external professional stated: "Streets Ahead are very helpful and flexible in accommodating requests and changes".

Staff we met during the inspection told us they considered Streets Ahead to be a good organisation to work for. They received good support from their line manager including regular one to one support. They had regular team meetings and considered training to be very good. Training was provided on a large number of mandatory and person specific topics. We have advised some additional training to further enhance staff learning and development. We have also advised observations of competency to be further developed.

Staff worked very well together within their teams. One relative stated: "I am extremely pleased with the care my relative receives and I am full of praise for the staff that care for them at Streets Ahead". One external provider stated: "A really good robust and experienced staff team".

### How well is our care and support planned?

### 4 - Good

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

Support plans sampled held good information about the person's life history and achievements, social and leisure interests and people who were important to them. This ensured staff saw the person behind the tasks and helped make meaningful connections and build relationships.

Plans held good information about the person's health and how to support them well. Setting out the process of delivering the care and support whilst incorporating the person's preferences, routines and independence.

People had a hospital passport which held important information about the person for hospital staff to refer to, if they were admitted. People also had pictorial anticipatory care plans describing their wishes and preferences for potential future healthcare.

There were some elements to support planning which need to be improved. These included having all information around one topic on one plan, as currently information could be on several different plans. Some plans were duplicated with only one being updated with new information. This meant there was a risk new information could be missed by staff.

Service management had already identified the need for improvement and have developed new support plan templates to make plans more concise, comprehensive and more easily accessible for staff to refer to.

## 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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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