

SW Hub - Re-ablement Service Housing Support Service

Wester Hailes Healthy Living Centre
30 Harvesters Way
Edinburgh
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Telephone: 01314 539 488

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Announced (short notice)

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City of Edinburgh Council

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About the service

SW Hub - Reablement Service is a combined housing support and care at home service based at Wester Hailes Healthy Living Centre. The service provider is the City of Edinburgh council.

The service has a focus on short-term interventions, mostly supporting people being discharged from hospital. Care and support delivered aims to maximise people's confidence, resilience and independence when returning home.

People's progress is monitored and reviewed over a six-week period with the aim of transferring their package of care to a mainstream support service or other resource if required. The service covers the south-west areas of Edinburgh.

There were 59 people using the service at the time of this inspection.

About the inspection

This was a full inspection which took place from 14 July 2025 to 18 July 2025. A site visit to the service office took place on 14 July 2025. We observed people being cared for in their homes on 16 and 17 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 six people using the service and three of their family members
- spoke with 8 members of staff and management
- considered questionnaire responses from an additional four members of staff
- observed practice and daily life
- reviewed documents
- considered feedback from visiting health and social care professionals.

Key messages

- People's health and wellbeing needs were being met.
- People experienced warm and gentle care from staff who knew them well.
- Staff spoke positively of the role they played in helping people meet their chosen outcomes.
- The staff team worked well together and were supported by a competent leadership team.
- Staff reflected on their practice through regular supervision.
- People experiencing care, their family members and other professionals we spoke with commented favourably about the high standard of service people received.

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 were warm, encouraging and focussed on promoting people's independence. Care was delivered at a pace appropriate to each person experiencing care. People were comfortable because they were being supported by staff who knew them well.

Rotas were consistent which meant that people were being cared for regularly by the same members of staff. Staff knew people's history and interests which helped create conversation during care visits. This meant that trusting relationships were formed between people and the staff who cared for them. One person who had recently experienced care from the service commented:

"they were all good people - they were all really great. They'd do anything for you".

People were communicated with in ways that confirmed staff knowledge of people's communication preferences. Personal plans detailed information about people's care, support and preferred routines. This ensured care was delivered smoothly and in accordance with people's wishes.

Relatives we spoke with confirmed that they and their loved ones were treated with compassion, dignity and respect. People experiencing care were encouraged to contribute to the development of their service by regularly giving feedback through surveys and reviews. This helped people feel in control of their care and support. One person experiencing care told us:

"I have no complaints or suggestions for how things could be better. I think they've got it all covered. They're excellent - you have to give credit where it's due".

People's health benefitted from very good engagement with other health services. People were regularly in touch with social workers, GPs, district nurses, occupational therapists and a wide range of clinical specialists. Staff spoke positively of working in partnership with other health and social care agencies. This multi-agency approach helped people keep well and ensured their health needs were being met.

Medication systems were very good. People's use of medication was regularly reviewed and audits of medication practices were regularly carried out by seniors in the service. Staff had received training in the administration of medication which helped them gain confidence in their practice.

Personal plans clearly detailed how people's health and wellbeing needs would be met. Goals that people had chosen to achieve were clearly detailed. Risk assessments were completed when required which focussed on people's abilities. This ensured a positive risk taking approach which promoted people's independence.

Health and social care professionals we spoke with praised the service for their work in caring for people and how this helped people develop their independence. Speaking about the team, one professional commented:

"I believe the care and attention put into the wellbeing of people who use this service is paramount. The team work very effectively together to ensure that all bases are covered".

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.

The recruitment of new staff was carried out in a safe manner with systems in place to reduce risks to people experiencing care. Induction processes ensured staff were equipped to start supporting and caring for people effectively. People were kept safe as a result of good induction processes.

Staff completed training that was relevant to their roles. Training records were kept and evidenced a very good level of completion of courses. Systems were in place to support staff to achieve vocational qualifications. Staff spoke positively of their sense of achievement in attaining qualifications, and of how their learning had influenced their practice. As a result, people experienced care 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 caring for people. Staff spoke positively of their work and told us they were proud to work in the service. One staff member commented:

"you can see the progress people make and you know that what you're doing is helping people. All my clients and their families are nice people, and the team are really nice as well".

Staff engaged in supervision which gave them an opportunity to talk about their development. Staff spoke positively of the process of supervision where they felt able to bring up anything positive or negative about their work and life outside of the service. Observations of staff practice were in place to inform discussion during supervision meetings. We found that not all staff had participated in this process recently and asked the service to give this some attention.

Regular team meetings provided staff with further opportunity to discuss issues or concerns. Staff noted that they felt listened to at team meetings and that their contributions were valued. Staff were encouraged to share care approaches at team meetings and share good practice. This helped to ensure that people received a consistent approach from their care staff.

New technology had been implemented since the last inspection of the service. Management arrangements had also changed due to structural changes leading to an expansion in size. Some staff reported that they felt team cohesion had suffered as an impact of these changes. We discussed this during inspection feedback and asked the service to look at ways of resolving this.

People experiencing care commented favourably about the positive attitude staff displayed. One person told us:

"from me, it's absolutely positive feedback. Everyone has been very kind and very helpful".

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

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