

# Edward Thomason & Taing Support Services Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
14 July 2025

**Service provided by:**  
Shetland Islands Council

**Service provider number:**  
SP2003002063

**Service no:**  
CS2003009594

## About the service

Edward Thomason & Taing Support Services is a registered care home for adults and older people. The care home is located in Lerwick overlooking Breiwick Bay. The provider is Shetland Islands Council.

The care home is on one level consisting of a main reception area, offices and two units - Edward Thomason Unit and the Taing Unit. There are various quiet areas, lounges and dining areas throughout the building. All bedrooms have ensuite facilities. The care home is accessible and spacious in design, with secure garden areas for people to access.

The care home is currently able to provide a care and respite service to a maximum of 44 adults and older people. At the time of the inspection, there were 38 people living in the service.

## About the inspection

This was an unannounced inspection which took place on 13 and 14 July 2025 between 08:10 and 19:00. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- Spoke with four people using the service and four of their friends and family members.
- Spoke with five staff and management.
- Spoke with one visiting professional.
- Observed practice and daily life.
- Reviewed documents.
- Reviewed completed online surveys from 22 relatives and friends, six staff and four visiting professionals.

## Key messages

- People have benefited from a structured activities programme, which has improved their social outcomes.
- Staff and the senior team were motivated to make a positive difference to people's lives.
- Staff knew people well and treated them with kindness and respect.
- Improvements made to the environment had a positive impact on people's experiences.

## 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 setting?	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.

We observed that people were relaxed in staff company and there was warmth, kindness and compassion being delivered. Families were complementary about the quality of care people received. A relative told us "The care is excellent" and another relative said "I'm really very grateful there is a place and staff like this". Staff knew people's needs and wishes well.

People's health and wellbeing should benefit from their care and support. Senior staff reported they had good links with the district nursing team, and concerns with people's health would be promptly shared with the team. A health professional shared "Staff have a good overview of people's needs, they try really hard". We heard oral care within the care home was of a high standard and records were thoroughly completed. These approaches helped keep people well and ensured their health needs were being met.

Medication was well managed and people were supported to take the right medication at the right time. Regular medication audits helped ensure expected standards of practice were in place. This helped keep people safe and well.

Meaningful daily activities are essential for maintaining physical and mental wellbeing. Significant efforts have been made to support individuals in accessing their local community, with opportunities such as bus outings, bingo sessions and visits to local cafes. These experiences have positively contributed to enhancing people's overall wellbeing.

We were reassured to hear that there is dedicated time each day for activities, supported by an up-to-date planner, visible throughout the service. A relative told us "There is always something going on, on the lead up to Christmas there was something on every day". This highlighted the consistent and meaningful engagement offered to people. The service was committed to building on these achievements, through person-centred activity planning continuing to improve outcomes for people.

We observed the mealtime and found them to be relaxed and well organised. The presentation and quality of food was good, and people told us they enjoyed their meals. There was a good staff presence and those who required assistance were supported in a dignified way. People told us they enjoyed the food and could choose alternative meals to suit their preferences or dietary needs.

Every individual in the care home had a personal plan, including those who were only there for a short period of time. There had been significant improvements made to the quality of information, and information had been streamlined to make these more accessible for people and their families. The plans effectively captured individual preferences and needs. A person told us "There is a lot of opportunity to be involved in my plan and reviews". This meant people could be confident their support was right for them. We were reassured to see the level of detail in the plans for people having short stays within the home. This ensured continuity throughout their time in the home.

## How good is our setting?

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.

The environment was warm, relaxed and welcoming. A relative told us "Everyone feels at home here". We heard that people were able to receive visitors freely, which contributes positively to the homely and welcoming atmosphere within the care home. This openness supports emotional wellbeing and helps maintain strong connections with family and friends.

During the inspection, there was no evidence of intrusive noises. Staff were observed carrying individual handsets connected to the home's buzzer system. This discreet approach has contributed to a more relaxed and homely atmosphere within the service. This promoted a calm environment for people.

The home was clean, tidy, and free from odours. Daily cleaning schedules were reviewed and were well completed. However, it was not always clear how frequently deep cleans were carried out. This was discussed with the management team, who are part of an infection control group and shared plans to revamp the current cleaning schedules. We are reassured that the management team will take appropriate action to ensure the environment continues to be maintained to a high standard.

People had a choice where they wished to spend time and there was ample day space for people to access. These areas were bright with the location contributing positively to the overall atmosphere. We observed people enjoying the views and staff were attentive to support people to appreciate their surroundings. This provided people a sense of comfort and security as people shared this was familiar to them.

Bedrooms were personalised with people's belongings and a person told us "They are very accommodating, I have a lot of my own things and they don't mind that". Recent environmental improvements had been made, based on people's feedback. Residents actively contributed to the environmental upgrades which created a warm and inviting space for people. People had choice to watch TV, relax by the fire, play games, and enjoy music together. These changes fostered a sense of belonging as people felt they had a meaningful influence on the home.

The service had a pro-active approach to health and safety and general maintenance. An experienced maintenance worker ensured that any identified issues were promptly addressed. An established programme of health and safety checks were also completed and recorded well to ensure people living at the home, visitors, and staff were safe.

People benefitted from the use of specialist equipment such as supportive chairs. Adapted dining tables and chairs have been tailored to ensure comfort and safety during mealtimes. We observed this equipment to be in good condition and contributing positively to people's independence and overall wellbeing. Appropriate use of dementia friendly signage has further promoted independence and enhanced accessibility and orientation.

People benefitted from an accessible, well-presented garden featuring benches and seating areas. We observed individuals spending time outdoors which was promoted by staff. This enabled people and their families to be involved in maintaining the garden. This supported a strong sense of identity and wellbeing by encouraging meaningful engagement and connection with others.

## 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

The manager should ensure that there is a dedicated activities worker to help stimulate and improve physical and mental wellbeing for people. This would encourage people to take part in activities that are of interest and meaningful to them.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors". (HSCS 1.25)

**This area for improvement was made on 17 September 2024.**

#### Action taken since then

The service dedicated time each week, specifically for activities. Staff were showing increased initiative and enthusiasm in delivering these sessions, and we observed an up-to-date activity planner displayed across the units, with residents actively participating. Communal areas have been enhanced to support both group and independent activities, offering residents choice and flexibility. The dedicated activity time has enabled more one-to-one engagement with residents, including time spent in their rooms and outings into the local community.

This AFI has been met.

#### Previous area for improvement 2

The management team should ensure that observation of practice is appropriately recorded and there is protected time, to allow for feedback with staff and promoting reflective practice. This could be implemented as part of support and supervision.

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 17 September 2024.**

#### Action taken since then

Medication practice observations were being carried out effectively. It would be beneficial to adapt the current paperwork to include a narrative section. This would allow staff to record feedback, such as when prompts are needed or when additional training is identified, and provide space for positive reinforcement. Enhancing the documentation in this way would support continuous learning and improvement.

During walk rounds, senior staff are also capturing observations, noting both good practice and areas for development. The manager shared plans to implement a QR code system developed by another service. This system would allow seniors to scan and record observations directly into a spreadsheet, enabling the tracking of themes and trends over time. While not yet in place, the home has confirmed plans to implement this initiative, which demonstrates a proactive approach to quality assurance.

This AFI has been met.

### Previous area for improvement 3

The management team should ensure there is scheduled support and supervisions/continuing conversations throughout the year, where there is a clear process in place which ensures accurate capture of conversations had with staff. This enables a wellbeing focus for staff and promotion of reflective practice to further enhance development.

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 17 September 2024.**

#### Action taken since then

Support and supervision sessions were taking place regularly, with senior staff making efforts to accommodate requests for more frequent sessions where needed. Senior staff have invested significant effort into ensuring these sessions were meaningful, with appropriate agenda items covered and a clear process for tracking concerns raised by staff and how they are addressed. There was a strong focus on promoting staff wellbeing, with reflective practice built into supervision sessions. This also provided an opportunity for seniors, to offer constructive feedback. It was encouraging to see that concerns raised, were addressed, leading to positive improvements in practice.

This AFI has been met.

### Previous area for improvement 4

The manager should make use of best practice guidance, such as The King's Fund Environmental Assessment Tool, which helps develop more supportive care home designs for people with dementia, to evaluate if the service remains dementia friendly.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: "The premises have been adapted, equipped and furnished to meet my needs and wishes". (HSCS 5.18)

**This area for improvement was made on 17 September 2024.**

#### Action taken since then

The service has clearly taken previous feedback on board, with noticeable improvements since the last visit. There was better use of space, particularly in lounge and garden areas, and the addition of dementia-friendly signage has enhanced accessibility and orientation.

Work with Healthcare Improvement Scotland and the use of their environmental assessment tool has been valuable in shaping a clear action plan. This is part of an ongoing journey, with further enhancements planned, such as tactile wall features and additional sensory equipment.

It was encouraging to see the home investing in creative and person-centred ideas, with a structured plan in place to continue making meaningful improvements.

This AFI has been met.

## Previous area for improvement 5

Care plans should be streamlined, to ensure that all the required information is easy to find, either for individuals or family.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am fully involved in developing and reviewing my personal plan, which is always available to me". (HSCS 2.17)

**This area for improvement was made on 17 September 2024.**

### Action taken since then

Care plans have been streamlined and are now more person-centred, effectively capturing individual preferences and needs, such as favourite snacks, life history, and personal likes and dislikes. Each care plan includes a photo of the individual, enhancing personalisation. Respite care plans were also well completed, capturing the needs of individuals even during short stays. A fully integrated digital system would improve efficiency and consistency.

This AFI has been met.

## 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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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