

## D.I.A.L. Network Housing Support Service

9 Queens Terrace  
Ayr  
KA7 1DU

Telephone: 01292 618 313

**Type of inspection:**  
Unannounced

**Completed on:**  
25 August 2025

**Service provided by:**  
Ardgowan Properties Ltd

**Service provider number:**  
SP2017013036

**Service no:**  
CS2017362827

## About the service

The service based in a central district in Ayr, with both the town centre and beach easily accessible within a short walk.. D.I.A.L Network is registered to provide Housing Support and Care at Home

The service provides services to adults with mental health problems and/or learning difficulties living in their own homes. The service is provided in a House of Multiple Occupancy (HMO) and housing support to people living in the community.

At the time of the inspection, there were nine people living within the service's main property at Queens Terrace, whilst another 23 people were supported in the surrounding area.

## About the inspection

This was an unannounced inspection which took place on 19 and 20 August 2025 between the hours of 09:30am and 16:30pm . 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 evaluation we:

- spoke with 10 people using the service and one of their family members
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- evaluated three questionnaires returned by visiting professionals

## Key messages

- Staff used their knowledge of people to offer very good person-centred support
- People were supported to live their lives according to their wishes
- Medication was well managed
- Staff felt valued and respected
- The service had good links to external professionals

## 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, therefore we evaluated this key question as very good.

People received care that reflected their individual health and wellbeing needs. Staff were knowledgeable about each person's circumstances and responded appropriately to changes in health, including mental health concerns. The service had good links to external professionals with a close working relationship resulting in people being supported appropriate to their changing needs. People told us "There is nothing I would change about living here." This resulted in people receiving very good, responsive person centred care.

Medication was administered safely and respectfully. Staff ensured privacy and dignity during administration, and medication was stored securely. Monthly audits were completed to highlight any issues. This helped to keep people safe and manage their health conditions.

Nutrition and hydration support was person-centred. People were supported to eat what and when they wished and staff assisted with shopping and meal preparation based on individual preferences. People told us "I always get a hot drink and a meal made for me when I come back." This helped people to stay well.

Staff demonstrated a trauma-informed approach and were sensitive to emotional wellbeing, promoting comfort and reassurance. The inclusive environment supported warm and respectful relationships between staff and people supported. This was characterized by lots of laughter and appropriate humour. There was a strong recognition of peoples right to choose and positive risk taking was embedded into day-to-day life. This resulted in people living their lives to the fullest and how they wished.

There was evidence of appropriate referrals under safeguarding procedures and staff demonstrated a strong knowledge of peoples rights. People told us "its a good place to live I feel safe." The manager was signposted to the notifications guidance to tighten up reports to the Care Inspectorate.

People were supported to work towards achievable and meaningful goals, with an emphasis on appropriately phased steps. The approach acknowledged and applied the importance of structured progression. Observations indicated that people had benefited from the support provided, resulting in increased independence. People told us "I had good support to settle in which was good ." This enabled individuals to realise their potential.

## How good is our staff team?

5 - Very Good

### 3.3 Staffing arrangements are right and staff work well together.

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 was consistent and relationships between staff and those supported were strong and respectful. This contributed to a high level of knowledge and trust. Staff reported a strong feeling of satisfaction , one

staff member telling us " I can't believe I get paid for this job sometimes."

Staffing was flexible and responsive. Staff adapted to people's needs, including attending appointments and providing support outside of scheduled times when required. Staff reported that the management team were very responsive and supportive to any changing needs. This meant that staff did not feel under pressure or that they felt they had to rush. The management team had refused requests for support if they did not have the staffing to meet the demand . This prevented overcommitting the staff.

Staff reported that they felt supported . There was daily contact with the management team and staff described the manager as approachable and available. The performance reviews had taken place as well as probation reviews. This demonstrated the opportunity for staff to review their professional development. A supervision tracker was in use. Staff reported feeling seen as individuals and reported a friendly and informal management style by the management team.

Training was well-managed, with a tracker in place for mandatory and needs-based training. Staff reported feeling confident and competent in their roles. SVQ training was arranged in line with staff development . This assisted staff in feeling valued.

Safer staffing recruitment guidelines were followed and all necessary documentation obtained prior to staff commencing employment. There was a comprehensive induction programme which was completed both in house and by an external provider. This helped to keep people safe.

## 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 needs to continue to plan and review the quality assurance information and ensure that they have the resources to address any issues identified through their daily managerial duties. They should continue to ensure that the quality assurance systems help inform changes and improvements to the service. This should include the views and comments from people who use the service and their relatives. They should continue to gather evidence to demonstrate participation and involvement in the developments within the service.

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

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19)

Made 01/02/2023

**This area for improvement was made on 1 February 2023.**

## Action taken since then

The manager had a good oversight of the service. There were audits and trackers in place with evidence of actions taken as a result.

Surveys had taken place with the people supported and the small nature of the service resulted in constant feedback to the management team.

There are very few relatives involved in the service and those who were reported that the management team were very responsive to any suggestions.

This area for improvement is met.

## Previous area for improvement 2

The manager should record some of the evidence we saw at this inspection under the supervision of staff, by dating and signing these records, which provided some good reflective practice techniques in relation to dealing with incidents within the service. We would also advise the manager to record and maintain the training records of the staff and set out their annual training plan. We would, however, state that the staff demonstrated very good competency and knowledge when dealing with people who have complex mental health issues.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 1 February 2023.**

## Action taken since then

The management team complete observed practice regularly. There is a tracker to record individual and group supervisions as well as annual performance reviews. Staff feel supported and most have daily contact with the manager.

There is a training plan and tracker in place. The training platform allows a wide variety of information to be reviewed. The staff report that they have adequate training for their role.

Induction is carried out by external trainer who also does SVQ training

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](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



## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.