

Homelife Girvan Housing Support Service

99 Dalrymple Street
Girvan
KA26 9BS

Telephone: 01465 712 515

Type of inspection:
Unannounced

Completed on:
19 August 2025

Service provided by:
Quarriers

Service provider number:
SP2003000264

Service no:
CS2004057657

About the service

Quarriers Homelife Girvan service in South Ayrshire is registered to provide a combined housing support and care at home service to adults. This service supports adults with physical and/or learning disabilities. Their stated aim is to support people with disabilities to live independently in their own home within their own communities. The registered manager works from the office in Girvan and was supported by two team leaders to oversee support staff. There was an accessible and welcoming community base in Girvan town centre, where people using the service and their families could pop in.

At the time of our inspection, 33 people were receiving support.

About the inspection

This was an unannounced inspection which took place on 13, 14, 15, 18 and 19 August 2025. The inspection was carried out by one inspector. 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:

- visited four people using the service and spoke to two of their relatives, we also received seven questionnaires
- spoke with eight staff and management, we also received 24 questionnaires
- observed practice and daily life
- reviewed documents
- spoke with two involved professionals, we also received three questionnaires.

Key messages

- People told us they felt very well cared for, by a team of staff who knew them well.
- The team are highly attuned to the changes in people and acted consistently and promptly when health colleagues were required to be contacted.
- The service was flexible and adaptable in changing support times/days to flow with people's needs, wishes and preferences.
- People could be confident that the team who supported them were trained to a high level.
- Staff told us they felt well supported by a highly competent manager, who ensured regular support measures were in place.

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.

We saw a variety of very good evidence where people's health and well-being had benefitted from their care and support. People's care and support was based on relevant evidence, guidance, best practice and standards. This ensured that people are kept safe and any health concerns were raised quickly and appropriately.

Staff in the service understood their role in supporting people's access to healthcare and addressing health inequalities, even where the role of the service in this is minor. Staff recognised people's changing health needs and shared this information quickly with the right health colleagues.

People's health and well-being needs had been assessed and managed by skilled and knowledgeable staff. This, alongside the positive relationships that had been developed, meant that people experiencing care benefitted from safe and effective support that respected their rights. A high level of confidence in staff was expressed and comments from people experiencing care and their relatives included:

"Management and staff are very supportive, caring, understanding and helpful."

"They provide a service that's invaluable to me."

"The staff help me to do all different things."

"I feel that my loved one is very well supported by carers."

"Things are going alright; he is well looked after. Can't think of anything they could do different or better."

"She is really settled now, in fact she is thriving." "Very happy with her care; she is talking more now."

People had recently been assessed to ensure they had the right level of support with their medication. The strong systems and processes in place meant that people benefitted from a medication management system that adhered to good practice guidance.

Protocols for the safe management of as required medication was in place. This informed and enabled staff to provide support that ensured people received the right medicines at the right time. Managers monitored and audited the completion of all medication documentation; this helped to keep people safe and well.

The staff team had been consistent since our previous inspection, meaning that staff knew the people they supported well. This also meant that concerns around health and wellbeing had been shared with the relevant social workers and healthcare professionals quickly when identified. The resulting actions had benefitted people's individual health and well-being by meeting their changing needs in a responsive and proactive way that was right for them.

External professionals we spoke with held the Homelife Girvan service in high regard, praising the staff team. They told us that collaborative and effective working relationships promoted a holistic approach that had significantly benefitted people being supported and their families. Comments included: "This service was performing well, with no major issues, it was well managed by the management team." "The service is well managed and meeting the needs of the individuals who use the service in a person-centred way."

Healthy lifestyles were promoted and we saw how flexible support enabled people to attend appointments and local groups. Good opportunities to remain connected within the local community had been delivered to reduce the risk of isolation and to help maintain hobbies and interests. People told us how important this was as it had improved their quality of life and offered social opportunities, enabling them to develop and maintain connections with people important to them.

The service supported people to access physical or mental health education in response to specific issues, as part of their service's ethos of health promotion. The service had strong relationships with health colleagues, this enhanced the access and understanding of who to contact and when.

Some people had a lot of involvement across (MDT) multi-disciplinary teams, for example, clinical psychologist, (CLDN) community learning disability nurse, GP, occupational therapy, dietician etc. This had helped staff to apply strategies when supporting people, in particular those who experience stress and distress.

Training in adult support and protection had been undertaken by staff. This protected people being supported from the risk of harm and meant staff knew how to identify and escalate any concerns to managers.

On sampling documentation and visiting people, we found that people had access to food and drink that meets their needs and wishes. Where appropriate people had their dietary intake monitored; this was done in a sensitive way ensuring that people's hydration and nutrition needs were being met to a high standard.

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.

There was clear evidence of effective forward planning and staff deployment, which contributed to positive outcomes for people. Staffing arrangements at the service were underpinned by continuous assessment and regular engagement with commissioning partners. As commissioned hours were determined externally, the service maintained regular dialogue with local authority commissioning teams to review and adapt support arrangements. Where changes in hours occurred, managers and staff worked collaboratively to ensure that people's outcomes were not affected. This demonstrated a strong commitment to maintaining the quality of care despite external constraints.

Staff deployment was person-centred and considered compatibility, continuity, and individual preferences. A structured matching process was used for both new staff and supported people, considering skills, personalities, and preferences. This approach supported the development of trusting relationships and contributed to consistency in care.

Staff were observed to provide compassionate care and meaningful and supportive interactions. Feedback from supported people and where appropriate their families was very positive, with many highlighting the dedication and warmth of staff. People described staff as "just amazing". Although not everyone was able to tell us verbally, we were able to observe bonds between people and their team.

The service demonstrated flexibility in responding to changing needs. Managers used a rolling rota system that provided predictability while allowing for adjustments based on individual needs, events, or appointments. Staff confirmed that they were willing to support each other and adapt when necessary, contributing to a resilient and responsive team culture.

It was great to see how much supported people had a say in who supported them. We saw evidence of questions people had drafted being used during the interview process.

The service responded flexibly to individual preferences, adjusting rotas where needed to ensure that people felt comfortable and respected in their support arrangements. Managers were very good at making things happen for people, especially at short notice.

Staff turnover was low, and the service used this stability to support internal development. A recent internal promotion to a team leader role was positively received, this had contributed to continuity and quality.

Team communication was effective and supported good outcomes for people who use the service. Many staff reported strong teamwork and a supportive culture.

Staff questionnaires and staff interviews reflected a motivated and committed workforce, with many staff expressing pride in their roles and in the outcomes achieved for people supported. Feedback from people and families reinforced these findings, they reported feeling respected, listened to, and well cared for.

Staff described a strong team ethos and a shared commitment to achieving positive outcomes. Staff told us how they were consistently able to deliver the level of support they aspired to, which reflected their high standards and commitment to person-centred care.

All staff demonstrated a clear understanding of their responsibilities in delivering high-quality care. Leadership was evident at all levels, with staff actively contributing to care planning, assessing risk and reviews.

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.

Personal plans and risk assessments were comprehensively detailed, with evidence of regular reviews. Regular meaningful evaluation of care plans ensured that care and support remained relevant and responsive to the person's changing needs.

An outcome-focused approach allows care providers to measure progress and tailor interventions more effectively to meet individual needs. It is important for the staff who are responsible for developing personal plans to understand the impact of accurate recording of outcomes. The service should continue to develop this approach and ensure its implementation for every supported person.

Legal information, such as guardianship responsibilities, was clearly documented, as were existing restrictions, with audit processes in place to support this. This ensured compliance with regulations, safeguarded people's rights and provided clarity on decision-making responsibilities.

Detailed plans and keeping well plans were in place and supported by specialist staff. These well-structured plans helped people manage their stress and distress communication effectively, improving their quality of life and ensuring they receive appropriate support.

Care plans and risk assessments supporting healthcare were up to date and effective. This ensured the effectiveness of treatments and facilitated timely healthcare interventions when required.

Six-monthly care reviews were well prepared, providing people, families and social workers with comprehensive information. The reviews and any resulting actions were appropriately recorded. This promoted transparency, facilitated informed decision-making, and helped track progress towards personal outcomes.

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

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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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.