

Care Choices Housing Support Service

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Telephone: 03003 030 903

Type of inspection:
Unannounced

Completed on:
26 August 2025

Service provided by:
Aberdeen Cyrenians Ltd.

Service provider number:
SP2003000015

Service no:
CS2020381006

About the service

Care Choices is a service provided by Aberdeen Cyrenians Ltd. It is registered to provide housing support and care at home to adults aged 18 years of age and over.

At the time of the inspection there were 93 people receiving support from the service.

About the inspection

This was an unannounced inspection which took place between 19 and 25 August 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 and complaints 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
- spoke with three relatives
- met seven members of staff and the management team
- received feedback from three external professionals
- received online surveys sent out prior to the inspection. We received feedback from 31 people who use the service and/or their relatives and one staff member
- observed practice and daily life
- reviewed documents.

Key messages

- People and their relatives were very happy with the care and support provided and spoke highly of the staff team.
- People were supported in a person-centred way.
- People received support which was outcome focused and regularly reviewed which resulted in people's care and support needs being met very well.
- Staff felt supported and confident to carry out their role.
- People benefited from a service that was well led because there was a range of quality assurance processes in place and the management team had very good oversight of the service.

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 and their relatives spoke very highly of the support they or their family member received, saying that staff were "brilliant," the service was "great," and that staff went "the extra mile" and were "kind and pleasant."

We observed kind, friendly interactions between staff and the people they supported. This meant that people were treated with dignity and respect.

Personal plans were held online which meant staff and the management team had access to all the information they required from wherever they were working. The online personal plans contained information about people's needs and what was important to them, as well as detailed information about the tasks to be completed during each visit.

The service supported people with a variety of needs. Some received regular visits to support with tasks such as personal care or medication, while others had weekly visits to go shopping and complete household tasks. External professionals told us that staff had a good understanding of people's needs and were flexible and responsive. This meant that staff knew people well and provided the support that they needed.

People's plans were based on their personal outcomes which were usually focused on retaining independence and maintaining skills. External professionals said they felt people's assessed needs and outcomes were being met by the service. One said that the Care Choices team go above and beyond to help clients meet their outcomes.

Staff could access daily records from previous visits and could record the visits they completed through the online system. This meant that staff had the most up to date information, ensuring people's needs, wishes and outcomes were met.

People and their relatives, where appropriate, were actively involved in the development and review of their personal plans. People were asked to provide feedback as part of the review process, which meant that they felt able to raise any questions or concerns, and that the service was open to development and improvement.

Procedures were in place to ensure that people who required support with their medication received it when needed. Staff were trained in administering medication and there were regular audits carried out by the management team. This meant that people received the right support with their medication when required.

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.

The service benefited from having a stable staff team, which included regular relief staff who covered shifts when needed.

People, their relatives and external professionals provided very positive feedback about the staff team. One relative said that they "couldn't say enough good things" about the staff, another said they had "no faults regarding any of the staff." One external professional said staff were "patient, understanding and positive" with their client. Another said that the service had a "welcoming and inclusive team atmosphere" where staff felt valued and listened to.

Where possible, the service allocated two staff members to work regularly with individuals back-to-back. Rotas were planned according to support hours and geographical areas. This approach meant that staff typically worked with the same people, allowing individuals to get to know the staff who supported them. This promoted continuity of care. People confirmed that they were usually supported by the same staff, and most said they knew who to expect, when staff would arrive and whether there were any changes to their support.

Lone working arrangements were in place, supported by an on-call rota that ensured a member of the management team was contactable at all times. While not all staff had received a formal supervision meeting in line with the organisation's procedure, staff said they felt supported and were able to contact a member of the management team whenever they needed to. We spoke with the manager during the inspection about ensuring that formal supervision was up to date, and meeting dates were subsequently planned.

An induction programme was in place for new staff, which included completing a range of training and undertaking shadow shifts. The service had a high proportion of staff who had either completed or were in the process of completing relevant qualifications. Observations of staff practice were carried out and recorded regularly. This meant that people could be assured that staff received the right training and had the right skills to meet their needs.

Team meetings took place regularly. An employee survey had been completed which identified areas for improvement. The service had implemented team-building initiatives and arranged social events to help staff connect with each other. We also heard how the service had adopted a "community hub" approach to team meetings, which gave staff opportunities to share experiences and build relationships.

The service had successfully recruited and sponsored several staff from overseas. Safer recruitment procedures had been followed, which included right-to-work checks.

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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