

Millport Housing Support Service Housing Support Service

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Unannounced

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Service provided by:
Sanctuary Care Limited

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About the service

Millport Housing Support Service provides care at home and housing support to adults with a range of support needs. The service operates from a central location in Millport, Isle of Cumbrae, and supports individuals living in their own homes. At the time of inspection, 14 people were using the service. The service was managed by the same experienced manager who also led the nearby Millport Care Centre.

About the inspection

This was an unannounced inspection which took place on 26, 28 and 29 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 information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with five people using the service and five of their family
- received 10 completed questionnaires
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

Key messages

- Health and wellbeing support is proactive and person-centred, with exemplary care planning and safe medication management contributing to very good outcomes.
- Staffing arrangements are well-structured and consistent, ensuring continuity of care and fostering strong relationships between staff and service users.
- Training and development are robust and responsive, with staff feeling supported and confident, and previous areas for improvement fully addressed.
- Communication across the team is strong and inclusive, with effective use of digital tools and peer support mechanisms enhancing teamwork and morale.
- Service users and families express high levels of satisfaction, citing safety, respect, and involvement as key strengths of the support provided.
- Self-evaluation and responsiveness to feedback are evident, with no formal areas for improvement identified, though further refinement of care plan outcomes and induction processes were encouraged.

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 evaluated this key question as very good. The service demonstrated major strengths in supporting positive health and wellbeing outcomes for people.

Staff consistently supported people to access appropriate healthcare services. Records showed that health concerns were identified promptly and communicated effectively to relevant professionals. This proactive approach ensured that people received timely interventions, which helped maintain and improve their wellbeing.

Care plans were detailed, person-centred, and regularly updated. People with complex care needs, including medical care needs, had a comprehensive care plan that included anticipatory care planning, risk assessments, and easy-read information to support understanding. This level of detail reflected a commitment to ensuring that care was tailored to individual needs and preferences, which promoted dignity and autonomy.

Medication was managed safely and in line with best practice. We found robust systems for medication administration, including clear protocols for 'as required' medication and specific assessments for psychoactive medication. Staff had undergone competency checks, and medication audits were used effectively to maintain standards. This supported safe practice and reduced the risk of harm.

People were supported to make informed health and lifestyle choices. Staff worked with individuals to promote healthy eating, weight management, and smoking reduction, using communication tools suited to each person's needs. These efforts contributed to improved physical health and a sense of empowerment.

Nutrition was supported in line with personal preferences. Service users described being actively involved in meal planning and preparation, which not only supported healthy choices but also promoted independence and life skills. This approach helped people feel valued and respected.

Staff demonstrated awareness of legal responsibilities and relevant legislation. Legal documentation was up to date, and staff were able to explain how they supported people's rights and decision-making. This ensured that care was delivered lawfully and ethically.

Overall, the service's approach to health and wellbeing was person-centred, proactive, and responsive, resulting in very good outcomes for people.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good. Staffing arrangements were well planned and supported positive outcomes for people.

Staffing levels were appropriate and based on a clear assessment of people's needs. The manager used a structured overview to determine required hours and adjusted staffing accordingly. This ensured that people received consistent and reliable support.

Continuity of staffing was a key strength. Staff were usually allocated to the same individuals, which helped

build trusting relationships. Service users and families valued this consistency, and several examples were shared of how stable staffing had led to improved wellbeing and reduced anxiety.

Staff were deployed in a way that supported compatibility and positive relationships. Observations and interviews confirmed that staff knew the people they supported well and were matched effectively. This contributed to meaningful interactions and a sense of safety and comfort for service users.

Support times were used meaningfully. Staff documented activities and outcomes during one-to-one support, and effective systems were in place to share updates and promote accountability. This helped ensure that support was purposeful and outcome-focused.

Training was up to date and responsive to changing needs. Staff had access to specialised training, including end-of-life care and crisis prevention. Non-attendance was monitored, and staff felt supported in their development. This helped maintain high standards of care and adaptability.

Communication and teamwork were strong. Staff described regular supervision, supportive leadership, and effective use of digital tools to stay connected. This created a positive working environment and ensured that staff could respond flexibly to people's needs.

Feedback from staff and service users was used to inform staffing decisions. Staff felt listened to and were confident in raising concerns. This participatory approach supported continuous improvement and helped maintain high-quality care.

The service did not use agency staff, which further supported continuity and stability. When staff from the care centre were introduced to the housing support service, they were given opportunities to shadow and build relationships first. This minimised disruption and supported smooth transitions.

In summary, staffing arrangements were well managed, and staff worked collaboratively to deliver compassionate and effective support, resulting in very good outcomes for people.

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

To promote the health, wellbeing and safety of people supported, all staff should undertake training appropriate to their role and apply their training in practice. The service should ensure accurate records are kept of all training completed.

To do this, the provider must, as a minimum:-

- Identify and commence specialist training particular to the needs of people supported.
- Ensure all staff have completed the organisations core training and attend regular refresher sessions.

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

3.14 "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."

This area for improvement was made on 24 August 2022.

Action taken since then

Staff had access to training that was relevant to their roles, and completion was closely monitored by the manager and senior external staff. The training overview and plan demonstrated a structured and proactive approach to staff development. While a small number of staff expressed a desire for more specialised training, others felt their access to such training was sufficient. Feedback from service users, families, and professionals confirmed that staff were skilled and competent. This supported good outcomes by ensuring that people received care from staff who were confident and well-prepared, contributing to safety, consistency, and trust in the service.

This area for improvement was met.

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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