

# Short Term Assessment and Reablement Team Support Service

Community Resources  
Comhairle Nan Eilean Siar  
Sandwick Road, Stornoway  
Isle of Lewis  
HS1 2BW

Telephone: 01851 822 711

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
21 August 2025

**Service provided by:**  
Comhairle nan Eilean Siar

**Service provider number:**  
SP2003002104

**Service no:**  
CS2017360281

## About the service

Short Term Assessment and Reablement Team (START) is registered to provide a care at home service to adults aged 18 years or over in their own home.

The provider is Comhairle nan Eilean Siar. The integrated service is jointly delivered by Comhairle nan Eilean Siar and NHS Eilean Siar under their formal partnership agreement.

The service is primarily available to people living in the Stornoway and Broadbay areas of Lewis. The registered manager works from the Council Offices in Stornoway. START staff work from premises at Bremner Court, Stornoway.

Assistance is provided by the service to people living in the community who have been assessed as having health and / or social care needs. The service is provided to people for a period of time to maximise their level of independence by learning or relearning skills necessary for daily living.

At the time of the inspection, eight people were being supported by the service. Support ranged from one visit per day to four visits throughout the day.

## About the inspection

This was a short notice inspection which commenced virtually on 18 August. The inspection visits took place on 19 and 20 August between 10:00 and 17:45. We provided inspection feedback on 21 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:

- visited and spoke with five people;
- spoke with two relatives;
- spoke with seven staff and management and received feedback via our survey from one staff member;
- reviewed documents;
- spoke with three external professionals.

## Key messages

- The service provided was person centred to meet people's needs.
- People supported and relatives valued the service received.
- The staff team were trained, compassionate and caring.
- The service was very good at supporting people to regain their independence.
- The multi-disciplinary approach supported good outcomes for people.

## 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.

To understand how well the service were performing we visited people in their home. We spent time talking with people who used the service and their family. People spoke positively. They told us, "I feel listened to", "the service is making such a big difference", "staff will do anything to assist". One person told us they would like more flexibility with a visit time. We concluded that people were very satisfied with the care and support they received.

Service agreements and personal plans were in place and people knew what to expect from the service. Times were agreed when care and support would be provided. However, people did not receive written confirmation of which staff member would be attending. The staff team consisted of a small number of staff working set shifts, so this information was typically shared verbally during visits. The consistency of a small staff team provided people with continuity in their care and support, which people found beneficial.

There was clear evidence that people receiving support were actively involved in decisions regarding their care and the assistance provided by staff. This included personal care, support with meal preparation and assistance with medication management. Specialist equipment was provided if assessed to be required as part of people's reablement journey to promote people's independence.

People had control over their own medication. The provider had policies and procedures in place to support safe administration of medication and staff completed medication training. This enabled staff to prompt people to take their medication or administer this if and when required.

The multi-disciplinary approach offered by the START team benefitted people. Systems were in place to support good communication between staff and different disciplines. This included daily records, handover notes and weekly multi-disciplinary meetings. Concerns were escalated so these could be discussed and acted upon, this supported people to maintain their physical and mental health and wellbeing.

As part of their reablement programme some people were supported with meal preparation. Staff were observed to follow people's wishes and preferences. Staff also ensured people had access to refreshments during their visits, to support good hydration.

## How good is our staff team?

5 - Very Good

We reviewed how good the staff team and staffing arrangements were and found significant strengths. Staff worked well together which had a positive impact on people's care and support. We have evaluated this key question as very good.

Staff were safely recruited; pre-employment checks were completed. New employees completed an induction, including mandatory training. This equipped employees with the knowledge and confidence to support people safely.

We received many positive comments in relation to the staff who provided the reablement service. People

told us, "staff are fabulous", "great service which did not know was available", "cannot say a bad word about the service and staff team", and "staff will do anything that is needed to help".

An experienced and consistent staff team provided the service. Two teams of staff worked a rolling rota. An assessment tool was used to determine a person's level of need. The current staffing levels were appropriate for the number of people supported, and staff reported having sufficient time to provide the care and support required and travel between visits.

The registered manager was able to demonstrate that there were clear processes in place to monitor and support staff within their role. This included staff supervision, training opportunities, support to meet their Scottish Social Service Counsel (SSSC) qualifications, team meetings and some staff competency assessments. These provided good opportunities for staff to participate and also to reflect on their practice.

Staff demonstrated flexibility which resulted in improved outcomes for the people. Staff wellbeing was positively supported through both formal and informal arrangements; staff told us they felt supported within their role.

There was a culture of openness, where staff raised issues for discussion. Supervision records showed reflective practice, which supported continuous improvement. Staff spoke positively about the work of the team and the meaningful impact it had on people experiencing care.

## How well is our care and support planned?

## 5 - Very Good

We found significant strengths in aspects of care and support planning and how these supported positive outcomes for people, therefore, we evaluated this key question as very good.

The service had a referral system in place, which included self-referral. The registered manager was working to streamline this process and have all the information / communication being received into one place. This would further support different organisations working well together.

All people were assessed by a member of the integrated START team to ensure they were suitable to commence reablement. A personal plan was then developed to support people to build their confidence, independence and their daily living skills.

People's personal plans were stored within their home and care staff had access to these. Personal plans were detailed, person-centred, and included meaningful goals that people aimed to achieve, along with the specific actions needed to reach them.

Staff completed a daily record of what was completed at each visit as well as how the person was both physical and emotionally. This acted as a progress note and handover for subsequent staff. This supported good communication and provided up to date information sharing.

Weekly multi-disciplinary team meetings were used to review length of time people had been accessing the service, progress being made and any changes to outcomes, actions or service provision. This ensured the service provided continued to be adapted to people's situations. It was positive to observe the reduction in support visits required as people's independence increased.

Outcomes of weekly meetings were shared with people supported and review meeting notes were updated

and stored within people's personal plans.

The START service were able to evidence that they assessed people's needs, carried out goal setting and action planning and evaluated outcomes of the support provided. We found people experienced very good outcomes as a result of the service.

## 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
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

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Compass House  
11 Riverside Drive  
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