

Inverness Learning Disabilities Housing Support Service

Corbett Centre
Coronation Park
Inverness
IV3 8AD

Telephone: 01463 729 282

Type of inspection:
Unannounced

Completed on:
15 August 2025

Service provided by:
NHS Highland

Service provider number:
SP2012011802

Service no:
CS2012308102

About the service

The service is registered to provide care at home and housing support for up to sixteen adults with a learning disability.

The service is currently provided in the Inverness area with an office base at the Corbett Centre. The service provides support over a 24-hour period.

At the time of the inspection there were two people being supported.

About the inspection

This was an unannounced inspection which took place on 14 and 15 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:

- met two people using the service;
- spoke to two family members;
- spoke with seven members of staff and the management team;
- received online surveys sent out prior to the inspection. We received feedback from one person using the service, two external professionals and 10 staff members;
- observed practice and daily life;
- reviewed documents.

Key messages

- People benefited from being supported by a staff team who knew them very well, this meant that their needs and outcomes were being met.
- Personal plans were person-centred, outcome focused and regularly reviewed.
- Staff worked well together and felt supported and confident to carry out their role.
- Some improvements were needed to ensure that the management team had oversight and processes in place regarding health and safety of the environment.

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 leadership?	4 - 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.

People were supported by a staff team who knew them very well. One relative told us they felt their family member was safe and that they were "really very happy" with the care and support provided. Another relative said their family member had "the best life" they could have, that the service was "perfect" and they were "100% happy with the care" their family member received. External professionals said that they felt that people receiving support experienced compassion, dignity and respect.

People's health and wellbeing needs were supported well. Personal plans included detailed information about people's needs and the support they required, along with relevant risk assessments. Staff received a range of training that equipped them to meet people's needs. Referrals were made to external professionals when necessary, and people received ongoing input from relevant professionals. External professionals confirmed this, stating that staff were "well informed about people's care and health needs and how to support them" and that "staff knew how to make referrals and contact them appropriately". Daily records and handovers kept staff up to date, enabling them to respond effectively to people's needs. As a result, staff understood how to support people's health and wellbeing, and individuals benefited from the care and support provided.

Regular reviews took place, with relatives and external professionals invited to participate. Relatives said that they were able to share their views and felt these were taken into consideration.

Each person had a named keyworker who maintained contact with their family. Relatives said staff were good at keeping them up to date, letting them know how their family member was and what they had been doing. This helped people maintain relationships with the people who were important to them.

Procedures for administering medication were in place. Protocols were in place for "as required" medication when it was prescribed. Medication was stored and administered according to prescription labels, and checks ensured it was given correctly. As a result, people received safe and effective support with their medication.

People's nutritional needs were well met. A varied weekly menu was planned around individual preferences, and personal plans included detailed information about the support that people required with eating and drinking.

People benefited from opportunities to take part in a variety of activities, which helped them make the most of their day.

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People benefited from a service led by a management team who knew the service well. External

professionals provided positive feedback about the leadership and management of the service.

The service had an improvement plan in place and had used self-evaluation processes to identify areas for development. Relatives told us they felt able to raise concerns and that staff responded appropriately. This demonstrated that the service took a proactive approach and used feedback to drive improvement.

Quality assurance processes were in place to support people's care. However, we identified some gaps in oversight related to environmental areas such as health and safety, infection control and equipment maintenance. For example, several actions identified by external parties had remained outstanding for a number of months. Although some of these actions were the responsibility of the landlord, they could impact on the health and safety of people being supported by the service. The service should ensure that quality assurance processes provide effective oversight of the environment and equipment, and that all risks are appropriately assessed. **(See area for improvement 1).**

Team leaders spent time working on shift, which gave them opportunities to coach and mentor staff. However, the service did not carry out formal observations of practice. During the inspection, we discussed with the manager how formal observations could benefit the service by supporting staff development.

Areas for improvement

1. To promote positive outcomes for people, the provider should ensure that there are effective quality assurance processes in place that provide oversight in relation to all aspects of health and safety within the service, and that any actions identified by themselves or external parties as part of any audits, are completed in a timely manner.

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); and

'I use a service and organisation that are well led and managed'. (HSCS 4.23).

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 a stable staff team, which included regular bank staff who covered shifts when needed. As a result, people received support from a consistent team who knew them very well.

Relatives gave positive feedback about staff, saying they felt their views were taken on board, and that staff were pleasant and maintained regular contact. External professionals also confirmed that staff were welcoming.

Staffing levels met people's needs. Staff said they had enough time to provide care and support, and people were supported to participate in a variety of activities, which they enjoyed. External professionals also said they felt staff had enough time to support people.

Staff worked well together and there were systems in place to ensure staff were kept up to date. These included handovers and a communication book. Team meetings were held regularly, giving staff the opportunity to share their views and contribute to how the service was delivered.

Staff received an induction when they joined the service and completed relevant training and qualifications for their roles. A training plan identified the courses staff completed, which included core training as well as additional training tailored to the needs of the people being supported. Staff told us that their induction and training prepared them well for their role. This meant that people were supported by a staff team who were well trained and knowledgeable.

Staff said they felt well supported and confident in carrying out their role and that they received regular supervision and appraisals which contributed to their ongoing development.

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.

Each person had a detailed personal plan that clearly outlined their needs and the support they required. These plans included information about individual preferences, such as likes and dislikes. Outcomes were identified throughout the plans, reflecting each person's needs and wishes. As a result, the personal plans were person-centred and outcome focused.

When people were unable to fully express their wishes and preferences, those who knew them well and played an important role in their lives contributed to the development and review of their personal plans. Relatives confirmed that they participated in reviews, and we saw evidence of this in the review documents.

Personal plans were reviewed and updated regularly. Keyworkers completed monthly summaries and these, along with regular reviews, ensured that plans were kept up to date and accurately reflected each person's needs.

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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - 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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