

Highland Services Housing Support Service

Beach Boulevard
Aberdeen
AB24 5HP

Telephone: 0141 419 9401

Type of inspection:
Unannounced

Completed on:
18 August 2025

Service provided by:
Community Integrated Care

Service provider number:
SP2003002599

Service no:
CS2016347522

About the service

The service is operated by Community Integrated Care, a national social care charity which provides care and support to people across England and Scotland.

Highland Services is registered to provide combined housing support and care at home services to adults and older people with learning disabilities, mental health issues and physical disabilities living in their own homes.

The support services are currently provided throughout Highland. Support packages are tailored to suit people's needs and can range from a few hours per week to much larger packages up to 24 hours a day, seven days a week.

About the inspection

This was an unannounced inspection which took place between 23 and 27 September 2025. One inspector from the Care Inspectorate carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and provider records.

In making our evaluations of the service we:

- visited six people in their homes;
- spoke with three relatives/guardians by telephone;
- spoke with staff and management;
- considered feedback from two health professionals;
- considered returned electronic questionnaires from stakeholders;
- observed practice and daily life; and
- reviewed documents.

Key messages

People experienced high quality care from a service that was well led and managed.

People remained highly satisfied with the care and support they received.

Staff supported people to live the best lives they could.

People had grown in confidence and learnt new skills, with the support of kind, caring and motivated staff.

People's health needs were promoted by a multi agency approach.

Staffing levels were good and people's care and support benefited from consistent staff teams.

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 have evaluated this key question as very good. An evaluation of very good applies to performance that demonstrates major strengths in supporting positive outcomes for people. There are very few areas for improvement.

People looked well and were happy and relaxed in their tenancies. Staff displayed value based practice, for example promoting choice and independence. People had grown in confidence, learnt new skills and were living happy and fulfilling lives. Staff were intuitive, they went at the person's pace, this meant people felt comfortable with new experiences and learning. Some of the relatives we spoke with told us they had never thought their loved ones would do some of the things they are doing now. This made them happy as their loved ones were getting much more out of life. Some of the comments from people we spoke with included:

"My relative is so settled and now doing things he could not do. For example, getting out and about, going to the cinema, helping with cooking."

"The staff are amazing because they have helped me become independent, and try new things, they give me a lot of emotional support."

"Care is consistently tailored to the individual's needs, with a strong focus on promoting their wellbeing, autonomy and dignity".

Staff demonstrated a clear understanding of their responsibilities to promote well-being. People were encouraged to enjoy the outdoors, get involved in their community and live a healthy life. There were robust systems in place that meant changing health needs were identified and actioned. Staff were strong advocates for people, ensuring they got the right care at the right time. Some of the comments from people we spoke with included:

"Staff are very good at identifying if there's changes to my relative's health and consulting us. He is very fond of all the carers as we are and we could not wish for anything better for him."

"The staff who support my relative are totally dedicated to providing the best possible care for him and we, as a family, are very grateful."

Managers and staff knew people well and had developed strong professional working relationships with other professionals. People benefited from a multi disciplinary approach when supporting people. Some of the comments from people we spoke with included:

"Staff have followed appropriate protocols to ensure my client received the most appropriate immediate care; they kept me informed of the outcome and future plans."

"Staff have worked collaboratively and consistently with partnership agencies, sharing concerns, documenting thoroughly and thinking creatively to support the individual."

There were robust processes in place to manage medication safely. There had been some medication errors, but we were satisfied the manager had managed these appropriately, and in line with good practice guidance.

How good is our staff team?**5 - Very Good**

We have evaluated this key question as very good. An evaluation of very good applies to performance that demonstrates major strengths in supporting positive outcomes for people. There are very few areas for improvement.

People using the service and staff benefited from a warm atmosphere because there were good working relationships. There were small consistent staff teams. This approach helps build trust and allows people to get the best out of their support. Some of the comments we received included:

"Staff supporting know my client very well and are therefore able to offer very person centred care while ensuring that the skills he has are used and where possible he builds on these skills."

"My relative has a steady staff team who he really likes, they're all lovely. It is important for his routine and the staff make sure he follows this but he is given choice which they respect as well."

Staff received a variety of training to help them feel confident and competent when delivering support. There was the opportunity for staff to undertake more in-depth training so as they had a better understanding, for example of autism and complex behaviours. Staff and management meetings provided opportunities for staff to make suggestions about how to improve outcomes for people. Some of the comments we received included:

"Staff are competent and have a good level of training to ensure they are working in the most appropriate way with my client."

There was an open, transparent and positive staff culture. Staff were given time to reflect on their practice and identify what had worked well and what could be improved. Staff felt well supported and that there was always someone there to support them. They enjoyed their work and felt valued and supported. There was a feeling of 'team' and staff were committed to providing a value based service, so people got the best out of life. Some of the comments we received included:

"I feel really well supported and we all work as a team."

"This is the best place I have worked, we get really good training and we all work together for the best of the client."

How well is our care and support planned?**5 - Very Good**

We have evaluated this key question as very good. An evaluation of very good applies to performance that demonstrates major strengths in supporting positive outcomes for people. There are very few areas for improvement.

A number of people supported by the service displayed complex behaviours and communicated non verbally. Staff spent time observing people's routines and likes and dislikes and consulting relevant others. This allowed them to develop a comprehensive person centred plan, identifying how best to support people, so they had a meaningful and enjoyable life.

People's care plans were detailed, reviewed regularly and identified goals that people were working towards. This included strategies on how staff safely supported and responded to people in crisis or in a high state of anxiety. Risk assessments and safety plans focused on enabling people and used the least restrictive practices. This was in line with legislation and good practice guidance.

We raised an issue with the manager about appropriate recording systems. Appropriate action was taken, to ensure staff were following the provider's policies, procedures and good practice guidance at all times.

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 ensure the registered manager has sufficient time and resources to maintain a well led and high quality service, the provider should review the current geographical area the registered manager is expected to cover.

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

'I use a service and organisation that are well led and managed.' (HSCS 5.17).

This area for improvement was made on 18 May 2022.

Action taken since then

The area for improvement has been met. Due to a reduced geographical area, the manager now had time and capacity to undertake her management role.

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

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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