

East Dunbartonshire Phase 1 Housing Support Service

Unit BC
Quarriers East Dunbartonshire
Enterprise House Strathkelvin Place Kirkintilloch
Glasgow
G69 9DQ

Telephone: 0141 779 5980

Type of inspection:
Unannounced

Completed on:
6 October 2025

Service provided by:
Quarriers

Service provider number:
SP2003000264

Service no:
CS2004059294

About the service

East Dunbartonshire phase 1 is operated by Quarriers. They provide support to adults with learning disabilities, physical disabilities and other support needs.

The service supports people within three houses of multiple occupancy across East Dunbartonshire. People are supported with all aspects of independent living including accessing the local community.

Quarrier's mission is to enable people to realise their true potential. Their vision is for people to have greater independence and inclusion within their communities and to be active citizens who are in charge of their own health and wellbeing. At the time of inspection, 12 people were using the service.

About the inspection

This was an unannounced inspection which took place between 30 September to 3 October 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 three people using the service and four family members
- obtained feedback via pre inspection surveys from six people using the service
- spoke with seven staff and the management team
- obtained feedback via pre inspection surveys from 8 staff
- observed practice and daily life
- reviewed documents.

Key messages

- People benefit from detailed care and support planning that informs aspects of the care and support they experience.
- Care plans reflected the wishes and preferences of people using the service.
- Oversight of risks and subsequent responses should be reviewed and updated to ensure peoples outcomes are positive and managed well.
- People were treated with respect and kindness, which contributed to positive experiences.
- Staff knew people well which allowed them to be responsive to their needs.

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?	4 - 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 experienced warmth, kindness and compassion in how they were supported and cared for. The service was very good at ensuring people maintained relationships with those important to them. People and their families told us, "Staff were really helpful and treated me well, not just me, everyone" and "we were super delighted with the care our family member received."

People and their relatives were very happy with the care and support. People told us, "My relative is treated with dignity and respect and staff have the skills and knowledge to care for them. Staff got to know my relative quickly."

The relationships between people who received care and support and staff were positive and friendly. People knew the staff team well; there were strong and positive relationships, and respectful interactions between people being supported and the staff. Time was taken by care staff during support and care to promote dignity and self-esteem.

Staff spoke about care and support being unique to the individual and we saw this through care plans. Care plans were detailed and tailored to the individual and reflected the wishes and preferences, health and wellbeing of people using the service. We saw examples of people being supported on holiday and to attend community events.

People could be confident staff responded quickly to changing needs in their health and wellbeing. "We know people well, what their preferences and wishes are. If there is a small change [in someone's presentation] we notice and it gets picked up quickly."

People using the service and their relatives commented on this positively.

How good is our staff team?

5 - Very Good

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

Staff understood their roles and responded flexibly to people's changing needs. This ensured people's care and support were consistent and stable. Staff had told us they were happy in their roles and overall felt supported by their management team. They valued their training and supervision and appreciated team meetings.

People using the service and staff benefited from a warm atmosphere because there had been good working relationships. We saw effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people. Staff had been confident in building positive interactions and relationships with people.

The service had a comprehensive training programme in place which provided a good level of knowledge and skill to support positive outcomes for people. Staff were confident and knowledgeable about their

responsibilities to ensure people had been supported effectively.

We found people had been supported in a calm and respectful manner, interactions between staff and individuals had been positive and person-centred. Staffing arrangements were appropriately aligned with service needs. The right number of staff with the right skills had been working at the right times. This enabled staff to deliver care and support with compassion which had contributed to positive outcomes for people.

How well is our care and support planned?

4 - Good

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

People benefited from detailed care and support planning that informed aspects of the care and support they experienced. People told us, "Personal plans supported me to do things that mattered to me."

Care plans were a combination of digital and hard copy versions. Some paper based plans, were out of date. However, the manager provided updated plans immediately to ensure the most up to date plans were available in both formats.

People and, where relevant, their families, were involved in reviewing their personal plans every six months.

Positive behaviour support plans were in place and were used to reduce and minimise harm. Coping strategies were included as part of these measures. Six monthly reviews of these plans took place to ensure they remained relevant. However the service should review their oversights of risks and subsequent responses that may be beneficial for the outcomes of people. This will ensure these plans reflect relevant and up to date information. (see area for improvement 1)

Areas for improvement

1. To support resident's health and wellbeing, the provider should ensure that there is a process to reflect, learn and amend positive behaviour support plans when required. This should include, but is not limited to ensuring where actions are identified these are implemented and reviewed.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: My care and support is provided in a planned and safe way, including if there is any emergency or unexpected event (4.14)

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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.