

# Care at Home and Enablement Service Mid Ross Support Service

Community Room  
Dingwall Health Centre  
Ferry Road  
Dingwall  
IV15 9QS

Telephone: 01349 860 462

**Type of inspection:**  
Unannounced

**Completed on:**  
7 November 2025

**Service provided by:**  
NHS Highland

**Service provider number:**  
SP2012011802

**Service no:**  
CS2019377299

## About the service

Care at Home and Enablement Service Mid-Ross is registered to provide support to people with an assessed need in their own home. The service has an office base in Dingwall and operates within the town and surrounding areas.

The service provides short-term reablement support which enables a person to safely remain in their own home by maximising their abilities to develop confidence, skills and independence. It offers a service which is limited in time to facilitate discharge from hospital as early as possible and avoid unnecessary admission to a care home. The service collaborates with mainstream providers to facilitate moving to longer term care at home where necessary.

The provider of the service is NHS Highland.

## About the inspection

This was an unannounced inspection which took place on 4 to 6 November 2025. The inspection was carried out by two inspectors 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
- spoke with 13 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- People achieved outstanding personal outcomes from a team committed to developing innovative solutions in meeting their wishes.
- People trusted and valued their relationships with staff because they were based on warmth, compassion and dignity.
- Staffing levels were excellent and people's care and support benefitted from consistent staff teams.
- Staff were highly skilled, knowledgeable and competent in their role due to regular supervisions, comprehensive training and effective communication.
- A team commitment to continuous improvement led to a shared vision of delivering excellence as a service provider within the community.
- Managers ensured people received a high-quality service by using thorough systems and processes to regularly monitor people's experiences.
- People benefitted from strong, collaborative working within their integrated team which ensured positive experiences in their journey from hospital discharge to successful reablement.

## 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?	6 - Excellent
How good is our staff team?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

6 - Excellent

We evaluated this key question as excellent, where people's health and wellbeing was consistently supported to an outstandingly high quality. People can be confident that the service will continue to excel due to a proven history of sector leading practice.

People received warm, compassionate care that was based on trust and confidence in a highly skilled support team. Staff enabled people to make meaningful choices based on a holistic understanding of their goals. People consistently described how staff worked to their strengths and pace. We observed how people were confident in staff listening to them. We heard how one person was able to reduce the level of care they needed earlier than expected and another was supported in a medical decision based on what was important to them. This meant people were in control of directing their support and recognised as experts in their own care. One person told us, "They are absolutely excellent, the carers are so good, compassionate, and caring" and another confirmed, "The team have shown me excellent care and respect."

Staff demonstrated a clear understanding of their responsibilities and recognised people's changing health needs. Concerns were responded to sensitively and quickly. This meant people received high quality care at the right time from the right people. One professional told us, "The team regularly communicate any concerns and seek guidance which helps staff ensure they are delivering high levels of person-centred care" and another confirmed, "The team are great at asking for advice and bringing up any issues."

Leaders were innovative in developing creative solutions in response to people's needs. Managers were open to innovative ideas and trying out new ways of working. One professional told us, "They are very initiative-taking and improvement focused, embracing new methodologies" and when we spoke with others, they shared this experience. One example was how the 'discharge to assess' team enabled a highly responsive, supportive and seamless reablement journey for people in moving from hospital to their own home. This meant people were at the heart of benefitting from sector leading initiatives which led to achieving a high quality of care.

The service had developed excellent working relationships with other key agencies. One professional told us, "We totally trust the information given to us and it feels like partnership working" and another confirmed, "Communication is really quite exceptional." This meant people's health and wellbeing was enriched by collaborative working and effective communication.

Staff were proactive in identifying activities to support people's mental health and prevent isolation or loneliness. One family member told us, "The team have all supported me and my relative and collaborated with other agencies" and another told us, "We feel fully supported and the staff have helped us by signposting us to other agencies too." This meant people not only maintained key skills to support them in living at home but their hopes and aspirations were recognised beyond reablement.

## How good is our staff team?

6 - Excellent

We evaluated this key question as excellent, where staffing arrangements were managed to a consistently high level.

Staff were recruited carefully to ensure the right people with the right values were supporting people. Staff were competent, knowledgeable and skilled, based on effective and very regular supervision. Staff training was responsive to people's needs and adapted to suit different learning styles. This meant staff development supported outstanding outcomes for people. Examples include support for staff to undertake Scottish Vocational Qualifications (SVQ) and complete Scottish Social Services Council (SSSC) training. One staff member told us, "I am allocated time to complete training, ensuring I am developing within my role and each month we have a module to complete" and a professional corroborated, "There has been a lot of time and development of staff and it definitely shows in the service provision."

There was a strong learning culture embedded within the service which included regular reflections on staff practice. Weekly team meetings and opportunities for staff to come together, such as coffee mornings, were arranged by management. This meant the service had excellent internal communications to ensure staff were supported and up to date with information. We received consistently exceptional feedback about how well the team worked together. One staff member told us, "They encourage workers to communicate and express their wishes openly" and another confirmed, "I think it's a fantastic team and we all work together."

Managers were described by staff as responsive, visible and available. Managers understood the challenges that staff could experience and were alert to positive actions they could take for their wellbeing. This meant staff could focus on developing relationships with people and families, who expressed high confidence and trust in their care. Dynamic and visionary leadership supported a team commitment to excellence in achieving the best outcomes for people. One professional observed, "Every time I see them, I see staff deliver exceptional care" and another confirmed, "Management is exceptional in their leadership and lead by example."

People were supported by staff who understood their needs and were part of a consistent support team. This meant people felt confident in the care and support because they knew who was coming and when to expect them. Staff made extremely beneficial use of their time such as, not only supporting with a bath but having a chat about people's news with a cup of tea. One staff member told us, "We excel at promoting wellbeing through integrated support and reducing social isolation" and a professional confirmed, "The management team have emphasised the client being at the centre of the service and people have been extremely complimentary regarding this."

Staffing arrangements were determined by a process of continuous assessment which accounted for matching staff with people where possible. Staff were supported to self-manage with time to assess what a person needed for support. This was exceptional in focusing on people's outcomes based on actual need rather than service-led support tasks.

## 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 people are kept safe and their health and wellbeing are promoted by the service having effective quality assurance and reporting systems, the provider should, ensure:

improvements in recording and reporting systems; ensuring that they comply with all legal responsibilities, including submission of notifications to the Care Inspectorate in accordance with its notification guidance.

This is to comply with Regulation 4 (1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This area for improvement was made on 8 September 2023.**

#### Action taken since then

Managers were effectively using recording and reporting systems for scrutinising quality assurance and improvement actions. Progress was updated on audits of core areas for performance with named managers accountable for monitoring progress within set timescales. Managers identified quality assurance as a theme for staff development sessions, which meant staff clearly embedded it within their practice. Notifications to the Care Inspectorate were prompt, updated and detailed how the service was following up on any concerns.

**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](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.