

# St. Leonard's Supported Living Service Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
31 October 2025

**Service provided by:**  
Care Support Scotland Ltd

**Service provider number:**  
SP2004005200

**Service no:**  
CS2003055954

## About the service

St Leonard's Supported Living Service is part of Care Support Scotland. The service provides housing support and care at home services to people living within its cluster. The service also offers community outreach to individuals in the local area.

The service enables people to live safely and independently in their own homes, supporting them to achieve personal goals. The service provides one-to-one support, group sessions and helps people to participate in community activities.

At the time of inspection, the service was supporting 31 people.

## About the inspection

This was a full inspection which took place on 23, 24 and 27 October 2025. The inspection was carried out by one 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 12 people using the service
- spoke with 10 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- Staff demonstrated a person-centred approach, and positive relationships were evident between staff and those supported.
- The service provided group activities for people within a communal space and supported people to take part in activities in the wider community.
- Staff shared that they work in supportive environment, where staff work well together and support each other.
- All support plans and risk assessments sampled were up to date and reviewed regularly.

## 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.

### Quality Indicator 1.3 People's health and wellbeing benefits from their care and support

A robust adult support and protection policy was in place, along with clear procedures to protect people supported by the service and their finances. The service recently implemented a safeguarding training session to equip staff with the knowledge and skills to protect the people supported. When asked, staff understood the procedure to follow if they had concerns. This safeguarded people experiencing care.

During the inspection, staff were observed interacting with people they supported in a warm, patient, and respectful manner. Staff demonstrated a person-centred approach, and positive relationships were evident between staff and those supported. The leadership team reported that they were working to ensure a consistent approach to communication with people supported.

People's homes were clean and tidy, and individuals shared that they were supported to keep their homes according to their own preference. People were encouraged to do as much as possible for themselves, with support from staff when required. This promoted choice and independence.

The service offered a range of group activities within its communal space, including fish and chips nights, Sunday breakfasts, arts and crafts and bingo nights. People were also supported to take part in community-based activities such as cinema trips, pantomimes, and other local events. One person commented "I go to the activities and they help me to get out too."

Strong infection prevention and control and medication policies, robust audit systems and ongoing staff training and observation helped to protect the safety and wellbeing of people supported. Support plans contained detailed and personalised information, providing clear guidance for staff to deliver individualised care. This contributed to people experiencing positive health outcomes.

Accidents, incidents and complaints were appropriately recorded with detailed information and follow up actions. This ensured that measures were taken to reduce the risk of recurrence and to protect the safety of people using the service. As a result, people could rely on the service to listen, take appropriate action, and make improvements when adverse events occurred.

One person shared "They look after me well. The main thing is they treat me with dignity and respect. They always notice if I am feeling down. You get a good laugh with them all."

## How good is our staff team?

5 - Very Good

We found significant strengths in relation to staffing, which supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

### Quality Indicator 3.3 Staffing arrangements are right and staff work well together

Strong recruitment processes were in place to reduce the risk to people experiencing care.

Staff shared that they received at least two weeks shadowing time and this was extended if staff or the senior team felt this would be beneficial. During their initial time in the service, staff had protected time to complete online training. The induction process and probationary period meant that staff were regularly assessed to make sure they were ready to begin providing effective care.

Staff completed training relevant to their roles. Training records showed that mandatory training was up to date for most staff and systems were in place to monitor when updates were due. All staff had access to training relevant to the needs of people using the service at the time and additional training could be added if necessary according to the needs of people supported. This meant people were supported by staff who were appropriately trained.

Staff shared that they felt well equipped to do their job and were encouraged to develop within their roles. Some staff had completed "train-the-trainer" courses, which allowed them to share their knowledge and support others with mandatory training. The leadership team shared plans to expand and continue train-the-trainer opportunities for staff in a range of areas. This provided opportunities for staff to develop within the service, helping with staff retention and therefore allowing people experiencing care to be supported by staff they knew.

Rotas were in place which showed that staffing levels were appropriate and there was good senior cover. Staff shared that, whenever possible, shift patterns were flexible which supported work life balance for staff. During discussions with people, they shared that staffing is consistent and they mostly have staff they know supporting them. This has allowed people to develop relationships with staff. One person shared "They are there for you and help you. They can't do enough."

Staff engaged in regular supervision, with leaders supporting staff to identify any training required to aid development. Staff shared that they felt supported and that supervision was a place they could speak openly. During supervision, staff felt able to share ideas, concerns or anything in their personal life that may affect their work. Staff were given notice about their upcoming supervision session and given the opportunity to prepare for the discussion. One staff member shared "During supervision we talk about how I'm feeling with the service, if I am having any difficulties, if I'm happy with work hours and if anything could be better for me to enjoy my job."

Staff shared that they work in supportive environment, where staff work well together and support each other. One staff member shared "Team all gets on well. One of the reasons I am here is because of the colleagues. Even if it's a stressful day but we support each other." Another said "They've picked a really good team. We all have our own personalities. We all have different experience and it's a good dynamic."

## 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 people and clearly outweighed areas for improvement.

### Quality Indicator 5.1 Assessment and personal planning reflects people's outcomes and wishes

The support plans sampled were person centred, detailed and written in an accessible way. They contained clear information enabling staff to find the details they needed quickly. People told us they felt involved in developing and reviewing their own support plans, which made these plans more personalised and meaningful.

All support plans and risk assessments sampled were up to date and reviewed regularly. Each plan included the person's individual goals and outlined the specific support needed to help them maintain their independence. The service clearly promoted independence and placed strong emphasis on respecting people's choices and wishes, including taking positive risks where people were able to make informed choices. This promoted choice for people supported by the service.

Most support plans contained detailed risk assessments, however, some plans would benefit from greater detail where specific risks have been identified. Creating separate, detailed assessments for each risk would make it easier to identify and implement appropriate control measures to minimise those risks.

Photographs within support plans helped to help identify the individual. This reduced the risk of confusion and helped prevent potential medication errors, especially where medication administration charts were stored within the support plans.

## 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 further improve people's confidence in quality assurance systems, the service should conduct a self-assessment and produce a formal service improvement plan that is regularly accessed and updated, involving people, their families and staff.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice; (HSCS 4.11);

And

'I can be meaningfully involved in how the organisations that support and care for me work and develop' (HSCS 4.6).

**This area for improvement was made on 22 March 2023.**

#### Action taken since then

The service developed a participation group, which provided opportunities for people supported to share ideas for service improvement and contribute to the development and review of policies. A well-structured and regularly updated service improvement plan helped the leadership team to prioritise improvements and track progress.

This area for improvement has been met.

### Previous area for improvement 2

To support people's confidence that staff have the right knowledge to effectively support them, the provider should ensure staff have access to training specific to people's individual needs. This should include, but is not limited to:

- Dementia awareness
- Autism awareness
- Substance misuse
- Palliative/end of life care
- Mental health awareness.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect of their practice and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 22 March 2023.**

#### Action taken since then

Staff had access to training which was relevant to the needs of people using the service at the time. The learning platform used enabled the service to access additional training when required, according to changes in the service. Staff sampled were up to date with mandatory training and had completed training which was relevant to the group of people they supported. This meant people received support from staff who were appropriately trained. The leadership team shared that they are implementing a "champion" system across the service, providing training for some members of the team who will be able to share learning with their colleagues.

This area for improvement has been met.

### Previous area for improvement 3

To support people's confidence that staff consistently provide high quality care and support, the provider should ensure that managers conduct observations of staff practice in relation to moving and handling techniques, medication administration and the use of personal protective equipment at least annually and provide feedback.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

**This area for improvement was made on 22 March 2023.**

#### Action taken since then

The service carried out regular observations of staff practice and used the information gathered to inform supervision sessions.. This approach supported staff development, enhanced the quality of practice and ensured people received support that was safe and effective. A newly developed system for recording observation of practice helped the service to ensure this was carried out regularly.

This area improvement has been 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?	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

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