

# Turning Point Scotland – South Ayrshire Independent Living Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
6 November 2025

**Service provided by:**  
Turning Point Scotland

**Service provider number:**  
SP2003002813

**Service no:**  
CS2004076848

## About the service

Turning Point Scotland - South Ayrshire Independent Living service is registered to provide a combined housing support and care at home service. The provider is Turning Point Scotland.

Turning Point Scotland is a Scottish charity and provides a range of community-based support services to vulnerable groups of people. This includes people with autism, learning disabilities, homelessness, substance misuse problems, people involved in the criminal justice system and people who experience mental health difficulties.

Turning Point Scotland - South Ayrshire is based in Ayr and covers the South Ayrshire region. People receive support to live in their own homes within the community. The service provides packages of support to meet people's needs. These range from 24-hour support to a few hours each day. At the time of this inspection 63 people were being supported by the service.

## About the inspection

This was an unannounced inspection which took place on 3, 4, 5 and 6 November between the hours of 10:30 - 16:45. 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 20 people using the service and 9 of their family
- spoke with 14 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

## Key messages

- Staff built strong, compassionate relationships with people they support.
- People were encouraged to be active, make healthy choices, and be part of their community.
- Support plans were person-centred, detailed, and regularly reviewed.
- Staff felt supported and worked well together, with a culture of openness.
- The service had strong quality assurance systems and improvement plans.

## 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

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.

Staff were consistently warm, compassionate, and knowledgeable, building strong relationships with the people they support. One person told us "The staff are really good, I like my staff, they help me, respect me and are kind and good".

Support plans were detailed and person-centred, with clear protocols for managing stress and distress. People were supported to make healthy choices and take part in activities that were meaningful to them, including holidays and community events.

Health needs were well documented and monitored. Staff responded quickly to concerns and worked closely with external health professionals. Examples included tailored support for individuals with complex needs, such as cerebral palsy and Huntington's disease.

The service had very good systems for medication management, anticipatory care planning, and legal documentation such as power of attorney and adults with incapacity paperwork. These systems ensured people received the right care at the right time and that their rights were upheld.

People were encouraged to be independent, including managing their own medication where appropriate.

Feedback from people and relatives was positive, highlighting the caring nature of staff and the quality of support. Comments included:

"Turning Point is an excellent, supportive care organisation in our opinion".

"Communication is excellent between staff and family".

"I am very happy with Turning Point. It has a great and helpful team".

## How good is our staff team?

5 - Very Good

We found significant strengths in aspects of staffing arrangements and staff working well together and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff were recruited safely, with structured interviews and checks. SSSC (Scottish Social Services Council) registration was well managed. Staff received regular supervision and appraisals, and felt supported by management. There was a strong team culture, and staff were confident to raise concerns. One person stated "I feel well supported to my role well, I'm provided with the appropriate training, the people we support are central to what TPS (Turning Point Scotland) do as an organisation".

Training compliance varied, with online training well attended but face-to-face training needing improvement. A training plan was in place, and staff were booked onto required courses. All staff were trained for specific health conditions of the person they supported ensuring that staffing was both safe and outcome focused.

Each person had a consistent support team, which helped reduce stress and anxiety. Staff schedules were person-centred, and people were involved in planning their support.

Team meetings and supervisions were used to reflect on practice, share feedback, and promote staff wellbeing. Observations of practice were used to assess competence. Staff benefits supported wellbeing, including counselling, financial advice, and long service rewards.

Staff were encouraged to raise concerns and contribute to service improvement, demonstrating a positive and inclusive workplace culture.

## 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

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