

East Dunbartonshire Phase 3 Housing Support Service

Quarriers East Dunbartonshire
Unit B-C
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Type of inspection:
Unannounced

Completed on:
17 November 2025

Service provided by:
Quarriers

Service provider number:
SP2003000264

Service no:
CS2004059299

About the service

East Dunbartonshire phase 3 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, 11 people were using the service.

About the inspection

This was an unannounced inspection which took place between 12 November to 14 November 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 four people using the service and three family members
- obtained feedback via pre inspection surveys from eight people using the service
- spoke with nine staff and the management team
- obtained feedback via pre inspection surveys from 17 staff
- spoke with one visiting professional
- observed practice and daily life
- reviewed documents.

Key messages

- 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.
- Staff used creative approaches to promoting and supporting people's choices when people were unable to communicate verbally.
- People and their families were positive about the care and support provided.

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.

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 "My relative is thriving."

Care plans were detailed, personalised and tailored to the individual, and outlined people's healthcare needs clearly. They were regularly reviewed and people and their relatives were particularly happy with the care and support provided, "We are very happy as a family with my relatives care".

Staff in the service understood their role in supporting people accessing healthcare, recognising changes in health needs, and seeking suitable services and professionals when required. This ensured people benefitted from appropriate care and support. A family member told us, "Staff know my relative really well and are on the ball when they are not well. They can see changes in my relative quickly and respond."

Staff employed creative approaches to promoting and supporting people's choices through the development of communication tools, which met the needs of people in the service. This was particularly clear when people were unable to communicate verbally,

People were supported safely with medication and appropriate records were kept to detail medication administered. Where people received financial support there was clear processes in place to ensure people were supported in line with their assessed needs and wishes.

How good is our staff team?

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 felt staff had the skills and knowledge to deliver care, and to deliver it to a good standard. 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, respect and self-esteem.

Staff understood their roles and responded flexibly to peoples changing needs. This ensured people's care and support was consistent and stable. Staff were confident and knowledgeable about their responsibilities to ensure people were supported effectively.

Staff told us they were happy in their roles and supported by their management team. They valued their training and supervision and appreciated team meetings.

A Relative said, "staff are amazing, so good, I don't have a bad word to say about any of them".

Staff experienced a good level of training, with a high percentage of staff who had fully completed. This meant people using the service benefitted from skilled and knowledgeable staff. Additional training was

provided to respond to the changing needs of those in the service. Staff were supported well and felt they had access to a support network from colleagues, team leaders and the wider management team across the organisation.

Supervision was provided to staff, both formally and informally and staff spoke of additional supervision being provided if this was required. Staff also spoke positively about the audits and the spot checks carried out in the service, which led to people feeling confident in their roles and providing an opportunity to develop and enhance good practice.

Regular team meetings provided an opportunity for information sharing, good practice discussions and development within the service – staff felt the benefit of these, and informed areas of good practice.

People using the service and staff benefited from a warm atmosphere because there were 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 were confident in building positive interactions and relationships with people.

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

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 support people's health and wellbeing, the provider should ensure that they review people's care plans timeously every six months. The provider should do this in consultation with people they support and/or their representative(s).

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

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 26 June 2023.

Action taken since then

Six monthly reviews were taking place and people told us they were invited to attend and actively encouraged to participate.

This area for 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.

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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