

# Queensferry Churches Care in the Community Support Service

The Haven  
25b Burgess Road  
South Queensferry  
EH30 9JA

Telephone: 01313 315 570

**Type of inspection:**  
Unannounced

**Completed on:**  
31 October 2025

**Service provided by:**  
Queensferry Churches Care in the Community

**Service provider number:**  
SP2003003302

**Service no:**  
CS2003043908

## About the service

Queensferry Churches Care in the Community (QCCC) provides day care and care at home to people in the community. Service users live in the local area. The service is for frail older people, some living with dementia. The day service is located in The Haven, South Queensferry. A welcoming entrance hall opened to shared communal spaces, a small kitchen and a dining area with office spaces for staff. A garden offered outside space for people on good weather days. The supper clubs run from this location on set evenings each week for people, families and carers.

## About the inspection

This was an unannounced which took place on 22, 23, 24 and 27 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 and met twenty people using the service and spoke with one relative
- spoke with sixteen staff, volunteers and management
- observed practice and daily life
- reviewed documents

## Key messages

- People enjoyed time with staff during home visits.
- People who attended the day service enjoyed the company of others.
- People had a small core team of staff who supported them well.
- People were developing relationships with newly recruited staff.
- Volunteers worked in the service with staff to support people.

## 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?	4 - Good
How good is our staff team?	4 - 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?

4 - Good

We evaluated this key question as good. There were a number of strengths which outweighed areas for improvement

People attended the day service, supper clubs or had home visits in the community. People knew the small staff team who provided support and they had built positive relationships with them. In addition regular volunteers assisted with the lunch and refreshments for people who attended the day service. The service had a pool of relief staff and did not use agency. We observed positive, kind and caring interactions between people and staff. People said they liked the variety and good company in the day service. This meant people were supported by a team they knew.

The environment in the day service was warm, clean and welcoming with communal spaces set up for a range of activities each day. There was spaces for people to be in a group setting or a quiet spot. In better weather people had access to the garden.

People and staff came together at lunchtime to enjoy their food. The dining room was bright, welcoming and offered the chance for people to be together with no sense of rush. Where people needed extra support this was provided in a dignified manner. A warm lunch was provided each day, alternatives were available.

Where people had special dietary needs this was recorded in the kitchen and people's personal plans. Staff and volunteers were aware of the needs of the people in relation to likes and dislikes and preferences. One person we spoke with told us 'staff are aware of things I can't eat', another saying 'staff know I have soup'. Some people had been involved in making desserts for lunch. A recent favourite was the apple crumble. The service recognised special events for people and shared celebration cakes. This meant people enjoyed a positive lunchtime experience and could be involved in food preparation if they wished.

People who used the service were generally well when they attended. Currently no health professionals were involved with the service. Staff had knowledge of any ongoing health conditions people had and information was held in people's personal plans. The day service encouraged people to be active and held different activities that encouraged movement. We observed people taking part in chair exercises, mobilising round the service and taking part in other exercise that encouraged a range of movements. As a result people were supported to maintain their health and wellbeing.

Staff had access to a small selection of moving and handling equipment, that was serviced and checked regularly, and was used to support transfers for some people. Staff completed training that included regular updates to maintain their competency. Not all people took medications routinely whilst visiting the service. For those that required support a safe process was in place. The medication policy had been reviewed recently by the managers and was awaiting review by the board. Staff training was in place with oversight from the managers. People could be confident staff were skilled and trained to support them.

People attended the service over five week days, an activity planner was set each week and was open to change. People who attended the service took part in a range of activities. The service had external entertainers who visited and provided singing and dancing opportunities, pet therapy visits, local nursery visits. Local volunteers also visited the service and offered nail painting, which people enjoyed. The supper clubs were held in the evenings, small groups of people came together to enjoy a meal and chat.

For those having home visits, they could spend time at home or choose to go out for coffee /cake. The service staff did not provide any personal care or medication administration during the home visits. We observed one person at home, and found the interactions warm and friendly. The person being visited enjoyed the company and chat they were able to have and it formed part of their week of social interactions. For people this meant they were taking part in things that were meaningful to them.

### How good is our staff team?

4 - Good

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

The service worked with two staff teams that provided cover over the week. The right number of staff were allocated over the week to support people. The interactions we observed between staff, volunteers and people were warm and friendly. The teams had support from two managers and the board provided overall governance and support to the managers. Both teams were small with new staff recently recruited. Staff interactions were professional. Staff we spoke with told us they could speak to their manager for advice and they had an open door. People had support from staff that they knew.

The staff rota was set for both teams over the week. Staff were aware of their job role and what they would be doing each day to support people. Each team held separate staff meetings. There was less opportunities for both teams to communicate and come together regularly for meetings or team events. This was an area for improvement that the manager had identified. A team building event and regular meetings were being planned. We will monitor this at our next inspection.

Safe recruitment was in place and staff were supported with induction and the opportunity to shadow and work with other more experienced members of the team. Staff training was through face to face or online sessions. Some staff commented they would like more training on information technology. The manager had oversight of when training had been completed and when refreshers were due. People could be confident staff had been recruited safely and had received training to care for and support them.

Staff received regular supervision and support, including their wellbeing and felt they had time to reflect and provide feedback to their supervisor with most discussions being actioned. The manager had recognised the senior team needed more structured regular meetings and planned to take this forward. This meant people had support from staff who had supervision and time to reflect on their practice.

### 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.

People had a plan that was personal to them which they were involved in creating. The service held electronic and paper versions of people's plans. Plans included their preferences with risk assessments in place if required. The service recorded changes and updated plans and risk assessments when changes occurred. The manager undertook audits with actions and reaudit checks were in place. They planned to review the audit process. Reviews were in place and regular. Notes were updated for people after attendance at the service. This meant people had a personal plan that was right for them.

## 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - 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](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 càinain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

ਬਿਨਤੀ '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.