

Dundee City Council – Supported Living Team Housing Support Service

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Unannounced

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Service provided by:
Dundee City Council

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Service no:
CS2005108069

About the service

Dundee City Council - Supported Living Team is registered with the Care Inspectorate to provide 24 hour care at home and housing support to individuals who have a learning disability. Support is provided to people living in their own homes within three establishments across Dundee city. This inspection focussed on the service provided at Rockwell Gardens.

The focus of the Supported Living Team is to enable people to live fulfilled lives by focussing on safety, choice and responsibility, family and relationships, information and involvement, health and wellbeing and being part of the world we live in.'

About the inspection

This was an unannounced inspection which took place on 26, 28 and 31 March 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 of their representatives
- spoke with four staff and management
- observed practice and daily life
- reviewed documents
- spoke with two visiting professionals.

Key messages

- People's skills and abilities were valued and their independence was promoted.
- Staff were committed and enthusiastic about their role and understood people's care and support needs well.
- People, their relatives and allied professionals spoke highly of the staff team and the support provided.
- Communication at all levels was excellent.
- There were robust and effective quality assurance systems in place.

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 leadership?	6 - Excellent
How good is our staff team?	6 - Excellent
How well is our care and support planned?	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 found that the service demonstrated significant strengths in supporting positive outcomes for people and we graded this key question as excellent.

The atmosphere was welcoming and friendly and the values and aims of the service were demonstrated at all levels. People were valued and respected. Staff engaged with people regarding their support and what was important to them and this was evidenced in support plans that were person centred and unique to each individual. People told us they felt listened to, they knew the staff team well and we witnessed many positive, kind and encouraging interactions.

The service demonstrated its commitment to participation and we found a range of evidence and examples of excellent practice. Service users were confident about participating in making decisions around their activities and their day-to-day living. Their views and that of their families/representatives were routinely sought. People were supported to be involved in activities that were based around their interests and abilities and we saw that staffing levels and rotas were able to accommodate people's individual interests. The service sensitively promoted people to be part of their communities who may otherwise have been excluded from society. This helped them to get the most out of life.

The service was proactive in reducing the risk of isolation and helping people to maintain hobbies and interests and enabling them to develop and maintain connections with people important to them. Some people had friendships and relationships with people living in other services and this was supported through days out and sharing and celebrating key events. This promoted people's physical, emotional and spiritual wellbeing.

One service user showed us photographs from a recent holiday and spoke enthusiastically about their next break. The opportunity to visit new places was an important part of their life and had enabled them to develop skills and gain confidence in social situations and in meeting new people.

People's homes were decorated to their liking and reflected their lifestyle, personal taste and interests. We observed how people were supported to gain and maintain their independence in looking after themselves and their homes. They chose how their flat was decorated, their homes reflected their needs, personality and interests and were furnished accordingly.

It was clear that the service provided support in a person centred way that took account of people's whole situation. When we spoke with staff we were assured they knew people well and how they liked to be supported. Some people had limited verbal communication and we observed staff being patient, taking time to find out what the person was telling them.

Because staff knew people well, they were able to recognise and respond to subtle changes in people's wellbeing, such as when a person became anxious, and this was managed in a respectful and caring way.

There were systems and protocols in place to ensure that people received their medication safely and at the right time. This supported people to keep well and manage any symptoms they experienced.

Staff were responsive to people's health and wellbeing needs and, where referrals to other services or health professionals were required, this was carried out in a timely manner. We saw evidence of excellent and proactive partnership working with other agencies and professionals; this ensured that people benefitted from a responsive and holistic approach to their circumstances and support.

How good is our leadership?

6 - Excellent

We evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for people.

We looked at a range of policies, procedures and records relevant to the service and how quality assurance audits were used to inform improvement. The service improvement plan was informed by information gathered through robust audit processes including service user and staff feedback. This demonstrated a whole team approach and shared responsibility for the development and continuous improvement of the service. There were robust quality assurance systems in place; this ensured that any shortfalls identified were acted on and used as an opportunity for learning and improvement.

The service recognised the importance of listening to people and gathered feedback from a range of stakeholders; people receiving support, relatives, staff and external professionals. Planning systems ensured people influenced the service they received; this promoted inclusion and we saw excellent evidence of how people were supported to share their views. This information was used to review and update policies, benchmark best practice and to develop and improve the service provided.

The management team encouraged a culture of trust, respect and ownership. This was reiterated when speaking to staff and it was clear that there was a shared commitment to improvement and delivering high quality support. There was an open and transparent forum for learning with a strong focus on achieving the best possible outcomes for people. This was visible at all levels and inspired staff to provide a quality service.

The service benefitted from a stable team of staff who knew those they supported well. The leadership team were described as responsive, open and approachable and were visible within the service.

How good is our staff team?

6 - Excellent

We found major strengths that had a significant and positive impact on people's experiences and personal outcomes. The staff team worked well together and their collaborative, knowledgeable and confident approach was an asset to the quality of service provided. We evaluated this key question as excellent.

People supported by the service were protected by robust recruitment and professional registration practices. Staff underwent thorough checks regarding their suitability for the role and there was a strong emphasis on value based recruitment. The service set high standards for staff competence and new staff went through a comprehensive induction process to equip them with the skills necessary for their role.

Staffing was consistent, which provided a high level of stability for people experiencing care. People were assured that support workers knew them well and this promoted positive and empowering relationships. Staff had access to a wide range of training opportunities to further their professional development and develop their knowledge and skills.

Staff we spoke with were caring and professional, they demonstrated a high level of commitment to their role and were committed to minimising the personal and social disadvantage experienced by those they supported. They were encouraged to learn and develop as professionals and were clear about what was expected of them. This helped contribute to a high level of job satisfaction.

Staff were supported to develop and reflect on their learning and practice through regular one to one and team discussions. Staff confirmed that that these sessions were effective and that they felt valued. The staff and management team had a clear vision of the aims of the service and the principles of choice, dignity and respect were embedded in practice.

Managers and staff knew people and families well and developed strong working partnerships with other professionals and organisations. Staff confirmed that they were willing to support each other and adapt when necessary, contributing to a resilient and responsive team culture.

We were able to see that the number of people supported at any time was proportionate to the size of the service and the support they could offer people. This ensured that those who used the service consistently got the level of support they required.

All people we spoke to communicated to us that they were very happy about where they lived and with the staff who supported them.

How well is our care and support planned?

6 - Excellent

Assessment and support planning should reflect and respect people's wishes and outcomes. We found significant strengths in the support provided and the outcomes people achieved as a result. We graded this key question as excellent.

During the inspection, we sampled people's care and support plans. Each person had their own plan that contained a clear assessment and documented people's needs, interests, preferences and the support provided. The information they contained was of a consistently high standard, recording was accurate, streamlined and information was readily accessible. This information ensured that people's abilities and goals were taken into account and that the support provided was tailored to their needs. Legal information, such as power of attorney and guardianship responsibilities, were clearly documented with audit processes in place to support this. This ensured compliance with regulations, safeguarded people's rights, provided clarity on decision-making responsibilities and ensured people received appropriate support.

There was a strong commitment to ensuring people were meaningfully involved and support plans reflected a genuine collaboration with the supported person. They covered a range of key areas and prioritised what was important to the individual at that time. This meant that people were involved and supported in a way that was right for them. Support plans and risk assessments were reviewed and updated as people's needs or goals changed; this meant that support plans remained person centred, dynamic and outcome focused. There were appropriate risk assessments in place and this ensured appropriate measures were considered and put in place to reduce any identified risks. Care reviews were well prepared, and any resulting actions were appropriately recorded. This helped track progress towards personal outcomes.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent

How good is our leadership?	6 - Excellent
2.2 Quality assurance and improvement is led well	6 - Excellent
2.4 Staff are led well	6 - Excellent

How good is our staff team?	6 - Excellent
3.1 Staff have been recruited well	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent

How well is our care and support planned?	6 - Excellent
5.1 Assessment and personal planning reflects people's outcomes and wishes	6 - Excellent

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