

Spotlight Support Support Service

Spotlight Support CIC
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Type of inspection:
Unannounced

Completed on:
16 December 2025

Service provided by:
Spotlight Support C.I.C

Service provider number:
SP2017012888

Service no:
CS2017354862

About the service

Spotlight Support is privately owned community interest company. It is managed by the owner/support manager, staff lead and support co-ordinator and a team of support workers. It provides day, evening support as well as planned outings to events for people with physical and additional support needs in the community and their own homes. Short respite breaks also take place over the year. The base, which acts as a 'drop in' is located in Slateford, Edinburgh. The service can support young children but presently only supports younger adults.

About the inspection

This was an unannounced inspection which took place on 08 to 11 December 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 25 people using the service and spoke with four relatives
- spoke with 10 staff and management
- observed practice and daily life
- reviewed documents
- had feedback from three professionals

Key messages

- The service demonstrated excellent practice in supporting people's health and wellbeing
- People's wellbeing was person centred and staff were committed to helping them achieve their best possible outcomes.
- The consistent staff team encouraged and supported people to take part in a wide range of regular community based activities of their choice.
- People were supported to be independent and the service encouraged them to learn and develop their life skills

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 staff team?	5 - Very Good
How well is our care and support planned?	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?

6 - Excellent

The service demonstrated performance in this area which was innovative and sector leading. We evaluated the service under this key question as excellent.

People were supported in the community or their own homes. We observed staff interactions and relationships to be positive and of a high standard. It was clear staff knew people well and they demonstrated an excellent person centred approach with a focus on achieving people's outcomes. A variety of communication methods were used to suit people's support. Staff had been proactive, quick to respond and innovative in seeking out ways to continue to support people when changes in health had affected their communication pathway. These innovative, sector leading approaches meant people had been able to continue to use the service. This meant staff identified people's needs and were able to respond and adapt to them.

People benefitted from having a consistent staff team, whilst leaders took time to match people and staff that had similar likes and interests. One relative told us: 'staff know (my relative) so well, encourage them to try new situations, meeting people their own age, spending time with them'. This was something their relative enjoyed.

People were encouraged and supported to be independent and learn new skills. This included the opportunity to shop, cook and manage money. One relative we spoke with said : 'Staff, promote (my relatives) independence but (my relative) can/does make their own choices. (my relative) loves Dynamic Earth, staff support (my relative) to pay for meals when out, they have own bank card and money'. One person we spoke to told us they had become more confident speaking to people and they got out the house more. This sector leading approach gave people the opportunity to build life skills and become more confident.

The range of activities people were involved in was led by their interests, likes and preferences. The service presented new activity choices for people at regular intervals to consider if they wished to try them. Each person had an individual schedule planned and chosen by them, some were planned in advance whilst others preferred only a week ahead. This demonstrated an excellent person centred approach linked to people's outcomes and choices.

Risk assessments were in place for people. The service supported 'positive risk taking', for example 'bouldering', and had supported staff with additional training in this activity which then enabled people to do things they chose and enjoyed. The service worked with people and families to support them to do activities they enjoyed, this demonstrated excellent practice.

The service encouraged meaningful connections with the local community and had recently been involved in a fete at a local care home and organising a Macmillan coffee morning. They planned to use the funds raised to buy gifts for the residents in the care home for Christmas.

People had the opportunity to go on short respite breaks in Britain. The service planned these in advance taking account of what people enjoyed. People we spoke with told us they enjoyed these breaks away, sharing photos of a recent break they had been on. One family member told us their relative had become more independent whilst on respite breaks, helping with housekeeping and that 'they know the transport

routes now as well and staff encourage them to lead when out shopping. It takes my breath away what they can do, they get the best out of them'.

Exercise was encouraged some people went swimming or to the gym to keep fit whilst others walked with staff to their community activities. This encouraged people to stay fit and healthy and promoted their health and wellbeing.

Most people who used the service were currently well. People were supported by family for most health and wellbeing screening. No health professionals visited the service at the time of the inspection. For those who wished the service supported them to attend any dental or hospital appointments. People took any medication before they came to the service. Staff had received training in medication administration and there was a policy in place. This meant that if required safeguards were in place to support people if their medication administration was required.

Some people had visits at home and were supported to menu plan, shop and make meals. Other people made lunch at the 'drop in', which included planning, shopping and making a light meal. These innovative approaches helped people to plan and understand the importance of making healthy choices.

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. Major strengths supported people's outcomes. These outweighed any areas for improvement

We observed positive staff interactions and relationships. During the inspection we saw people were comfortable in the company of the staff who supported them. Staff we spoke with told us they had good relationships with their colleagues and the managers were available and approachable as well as providing them with very good support. People and their families described staff as kind and caring.

The staff team were allocated a small regular group of people to support. This meant people had consistent support either in a 1:1 or 2:1 or buddy sessions. Staff and people spent each session together giving them time to have meaningful interactions and do activities they enjoyed. This meant people being supported had the right staff at the right time to support them.

A newly installed system meant the rota was accessed by staff via the mobile phones, they were still getting used to this new way of working. The service did not use agency, some staff picked up extra shifts. The managers were based in the 'drop in' space, which staff could access. To ensure their safety for any out of hours sessions an on call system was in place.

Team meetings were held each month and staff were able to contribute to these. Staff also had support with regular supervision where they were able to reflect on their practice and set goals and discuss their development for the year ahead. People could be assured staff had time to reflect on their practice and support they provided.

Safer recruitment processes were in place and managed on an on line platform.

New staff had an induction process that included shadow opportunities and relevant training for their role. Additional training was provided where necessary. The service had recently moved to a new on line system for staff training, some sessions were face to face. Staff were supported to complete vocational awards. The

service had also created some training that they shared with other providers. People were kept safe as a result of good recruitment, induction and training systems.

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question. Major strengths supported people's outcomes. These outweighed any areas for improvement

People had a support plan that included information about their preferred carers, key workers, likes, hobbies and aspirations. People and their families were involved in the creation of their plan. Where there were additional agreements, people had signed these. Daily notes were completed after each session.

Risk assessments were in place and the service promoted positive risk taking for people. The key workers organised regular twice yearly reviews with people and their families where they updated their plans and set new goals. This meant people had a plan in place that was right for them.

Communication plans were specific to people's needs and outlined how staff should support them. Positive behavioural support plans were detailed with an emphasis on proactive and preventative strategies. This helped staff to understand people's needs and strengths. This approach reduced the risk of distress, which enhanced the wellbeing of people who experienced care and support.

The service had recognised further development was needed in relation to regular audits of the plans for people. We will monitor this at our next inspection.

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
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
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?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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