

East Ayrshire Community Supports Housing Support Service

12 Lister Street
Crosshouse
Kilmarnock
KA2 0BB

Telephone: 01563 555 342

Type of inspection:
Unannounced

Completed on:
17 December 2025

Service provided by:
East Ayrshire Council

Service provider number:
SP2003000142

Service no:
CS2018364194

About the service

East Ayrshire Community Supports provides a combined care at home and housing support service to adults with a learning disability. The service provider is East Ayrshire council. The service office base is located in a ground floor flat at Crosshouse hospital just outside Kilmarnock.

We noted that the previous inspection in March 2023 commented regarding the office base accommodation with the following statement.

"The office location continues to bring challenges for the service, making it difficult for people whom the service support, to access the service itself. These are people who have learning difficulties and some physical disabilities. This is also a challenge for the care staff as parking is limited. There is no space for the management and office based team to have meetings or undertake training requirements for the staff team. Although, we were made aware of the review of these services and that this location was only supposed to be on a temporary basis, they have been there for several years."

There has been no progress with this and we would encourage the provider to address this within their best value review that is currently being undertaken.

About the inspection

This was an unannounced inspection which took place on 16 and 17 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 with five people using the service
- Spoke with seven staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

- Office based management and coordinators working hard to maintain continuity of care.
- Additional challenges due to the office base location and facilities as detailed in "About the Service"
- Care and support staff have built up good supportive relationships with people who trust and rely on them.
- Staff demonstrating an ethos of respect and dignity whilst providing compassionate care and support to people in the community.
- People we met being supported, commented on how good the care staff were.
- Care planning documentation demonstrated good person centred focus.

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?	4 - 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?

5 - Very Good

We evaluated this key question as very good, as the service demonstrated significant strengths in promoting and supporting people's health and wellbeing.

People who use care services should feel assured their care and support will be delivered with compassion, dignity and respect. People experienced positive outcomes and benefited from the support provided. Staff we met demonstrated strong values and a person-focused ethos and approach, ensuring that care and support is tailored to individual needs and preferences.

Staff knew people well and have built up some very positive and supportive relationships, which was evident during home visits. People we visited spoke warmly about their carers, highlighting trust and familiarity. For example, people told us about staff who made them laugh and helped to brighten up their day. This reflected the service's commitment to promoting wellbeing and inclusion.

Despite pressures from staffing challenges, the coordination team worked hard to ensure essential supports were always maintained as a priority. When changes were required they ensured that appropriate communication was in place to keep people informed and updated.

How good is our staff team?

4 - Good

We evaluated this key question as good, as the service demonstrated strengths in promoting and supporting people's health and wellbeing

People being supported in the community should experience consistency and continuity in the staff teams who provide the care and support to them. We saw that the staffing rota arrangements continued to support positive outcomes for people.

We also heard of the difficulties in maintaining regular consistent staff due to several reasons such as last minute and long term absence, recruitment difficulties, staff moving on or retiring due to an ageing workforce added further pressure, with concerns about replacing experienced staff in the future. These issues impact the ability of the service management to maintain continuity of the service provided.

However, we would also note the hard work and ethos of coordination and management team in trying to achieve good standards within the packages of support and striving to maintain good levels of continuity.

Despite these issues, the staff team demonstrate exceptional commitment. They actively cover additional shifts and work hard to maintain consistency for people with complex needs. This hands-on approach, combined with strong values and good knowledge of individuals needs helped to mitigate and minimise negative impact on the people being supported.

We saw that the staff training was well-managed and the systems in place provided the manager with easy access to what training had been undertaken and if any refresher or updates were required.

The ethos within the service remains positive, and staff were motivated to continue to deliver high-quality care to the people they support.

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

We evaluated this key question as very good, as the service demonstrated significant strengths in promoting and supporting people's health and wellbeing.

Care and support plans, were comprehensive, person-centred, and outcome-focused. They include detailed information about individuals' preferences, communication styles, and goals.

The plans titled, My Personal Support Plan, were well-structured, including sections such as "What I like and don't like," "How I like to communicate," and "Personal outcomes I would like to achieve." These plans provided a clear picture of the individual and this enabled staff to deliver meaningful and consistent support.

Care plans we saw were also being reviewed and updated whenever changes happened and the office based staff demonstrated good knowledge of individual's needs and support requirements. This helped to ensure people were getting the right kind of support when required.

Overall, we found the care planning process reflected good best practice and supported 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**

The service need to develop and implement a system to ensure staff have completed their mandatory training requirements including any updates and refresher courses relevant to their roles and responsibilities and in line with maintaining appropriate SSSC registration.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14)

This area for improvement was made on 20 March 2023.

Action taken since then

We reviewed the system used for staff training and noted good completion of staff through inductions and mandatory training requirements. Staff we met with and spoke to demonstrated good person centred ethos in their approach and interactions.

The feedback we received from people being supported was complimentary about the qualities of the care staff and this reflected well about their knowledge and skills in supporting people with learning disabilities in the community.

This area of improvement has been met.

Previous area for improvement 2

The service needs to develop and improve the staff supervision system to ensure that this is fully implemented and operational. This should include identifying training needs analysis of the staff team and producing action plan to address this.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14)

This area for improvement was made on 20 March 2023.

Action taken since then

We reviewed the staff supervision procedures with the manager and saw that although faced with challenges in maintaining these activities the management and office based team worked hard to ensure the care staff were supported and participated in the supervision process.

This area of improvement has been met.

Previous area for improvement 3

In order for people to be involved and experience consistency and continuity in their care and support. The service should ensure that:

- People know who to expect to support them in their home and when.
- When there are changes to who will be providing the support people are updated.
- When supports are delayed, people are informed.

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

'I am supported and cared for by people I know so that I experience consistency and continuity' (HSCS 4.16); and 'If the care and support that I need is not available or delayed, people explain the reasons for this and help me to find a suitable alternative' (HSCS 4.22)

This area for improvement was made on 20 March 2023.

Action taken since then

Whilst we observed the office based team working hard to maintain the continuity of care and support through regular consistent staff. There were times this was affected by staff absences and other factors such as recruitment and staff leaving that this was not always possible.

We saw that the office based staff would help out and cover packages of support in emergencies and some of the staff team demonstrated great flexibility and responded to these changes by working extra hours.

It was clear that the staff valued and cared for the people they supported, we commend the staff who regularly go that extra mile to help and support people with learning disabilities in the community. This ethos and culture of support was recognised and appreciated.

This area of 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?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - 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

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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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 شکلؤں 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.