

Mariner Home Care Housing Support Service

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Type of inspection:
Unannounced

Completed on:
18 December 2025

Service provided by:
Mariner Support Associates Ltd

Service provider number:
SP2004005995

Service no:
CS2004061507

About the service

Mariner Home Care provides a combined housing support and care at home service to adults, predominantly with mental health issues and learning disabilities. The service is based in two large, converted houses on the seafront in Dunoon.

Each house accommodates five people, with each person having their own bedroom and shared facilities between two people.

The service is near to Dunoon town centre and allows easy access to local shops and services. The support provided enables people to enjoy living in their own home. At the time of the inspection, 10 people accessed the service.

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 six people using the service.
- Spoke with seven staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with two visiting professionals.
- Took account of 15 questionnaires returned by staff.

Key messages

- People received very good support that helped them feel secure and confident.
- Staff were kind, skilled and consistent, and people trusted them.
- Technology such as telecare helped people stay independent and safe.
- Care plans were clear and up to date, supporting personalised care.
- Leadership was strong, though the service could improve how it evaluates its own performance.

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 leadership?	5 - Very Good
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?

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 experiencing care should expect that their health and wellbeing are actively promoted through safe, compassionate, and person-centred support. We found the service had a clear and positive impact on the health and wellbeing of people who were being supported, and made a meaningful difference to people's lives. People shared how receiving support allowed them to enjoy life more fully. One person said, "Having the right support means I can enjoy my life, not just get through each day." This showed that care was not only meeting basic needs, but also enabling people to live fulfilling lives.

The service had a positive impact on people's mental wellbeing. Staff recognised when people were becoming anxious or distressed and offered early support through talking, distraction, or quiet spaces. This helped people feel calmer and more in control, reduced hospital admissions, and improved confidence. One person told us, "When I feel upset, staff speak with me and help me calm down. They always feel safe."

People described positive relationships with staff as central to their wellbeing. They told us they felt confident in the people who supported them and trusted staff to act in their best interests. One person explained, "I know that the staff here understand me and I can always rely on them. That gives me peace of mind." People also enjoyed regular short breaks and holidays, which staff organised well. One person said, "The outings are well planned, and I really enjoy them. Staff make them fun." This gave people opportunities to enjoy themselves and to build friendships, which reduced isolation and enhanced wellbeing.

Telecare made a significant difference to people's lives. It gave them reassurance that support was always available, even when staff were not physically present. People told us this helped them feel safe and secure, while also giving them more privacy and independence. One person explained, "If I need help during the night, I can call and someone will respond straight away."

Staff demonstrated a strong understanding of individuals' needs. Care was delivered in a way that promoted dignity, independence, and meaningful outcomes. One professional told us the support was "the best we've seen." Another professional said, "People are supported to be independent and to make their own decisions. More services like this are needed." This demonstrated that the service was held in high regard not only by people receiving care but also by external partners.

Staff managed medication safely and kept risk assessments up to date. People received the right medication at the right time, and risks were identified and managed effectively.

Support was targeted to individual needs, with night staff on duty in one setting where people's needs were greatest. This ensured people were kept safe and received the right level of care for their circumstances.

How good is our leadership?**5 - Very Good**

We evaluated this key question as very good, where significant strengths supported positive outcomes for people and clearly outweighed areas for improvement.

People experiencing care should expect that services are well led, with a clear vision and strong leadership that ensures their needs are met and ongoing improvements are made. Managers were supportive and approachable. They maintained effective oversight of the service and were actively involved in monitoring quality. People were encouraged to share their views through reviews and ongoing conversations. This gave them a voice in shaping their care and helped staff understand what mattered most to them.

There had been no formal complaints since the last inspection. The complaints policy was comprehensive. This reassured us that issues would be taken seriously and acted upon where required.

Quality assurance systems covered all areas of support, including medication, support plans, and reviews. Daily huddles supported operational oversight, and allowed staff to share information. A range of audits took place, including accidents and incidents, medication errors, training compliance, and supervision compliance. This meant risks were identified quickly and improvements could be made before they affected people's care.

How good is our staff team?**5 - Very Good**

We found significant strengths in staffing and continuity, and we evaluated this key question as very good.

People experiencing care should expect that there are enough staff with the right skills to provide consistent care and support, so their needs are met safely and reliably. The service operated as a close-knit team, which created a strong sense of community between staff and people using the service. People experienced care from staff who knew them well and who worked effectively together. There were always sufficient staff on duty to ensure people received the right level of attention and care. This gave people confidence that their needs would be met.

Communication was strong, and handovers were well managed. The handover meetings we observed were focussed and effective. Staff told us handover meetings followed a clear structure and were helpful in ensuring continuity of care, especially after holidays.

Induction and training were thorough. New staff were given extended shadowing opportunities, and regular check-ins. Staff described their induction as detailed and supportive, which helped them feel prepared and confident in their role. One recently appointed staff member commented that, "The training here was far more detailed than in any of my previous roles." Training opportunities were varied and valued, with both online and face-to-face options available. This meant staff had the skills and knowledge they needed to support people safely and well.

Supervision was carried out in line with policy, with staff receiving formal sessions twice a year. Staff told us they valued feedback from managers and felt supported in their roles. Morale was high, and roles were described as rewarding. Turnover of staff was low and there was no dependency on agency workers. Staff said, "Supporting people here is an absolute pleasure," and "Management are fantastic and very supportive." This demonstrated that staff felt motivated and proud of their work, which had a direct, positive impact on the quality of care people experienced.

How well is our care and support planned?

5 - Very Good

We found significant strengths in care planning, and we evaluated this key question as very good.

Care plans were person-centred, clear, and regularly updated. Each person had a key worker who took responsibility for ensuring their plan reflected their wishes and needs. The plans clearly explained how to support people and how they wanted their care delivered. This meant staff had the right information to provide consistent care in line with people's preferences.

Formal reviews were undertaken every six months, with monthly updates completed by the key worker. These updates captured key messages and showed what support had been given and the impact it had on the person. This ensured care plans remained current and meaningful, and demonstrated how support was making a difference to people's lives.

Care plans were not just documents, but active tools used by staff to guide daily practice. They included clear strategies for supporting people when they felt anxious, strategies to promote independence, and strategies to respect individual routines and choices.

Staff ensured that people were involved in shaping their own plans. Staff worked alongside individuals to record what mattered most to them, such as preferred activities, communication styles, and personal goals. People told us this involvement gave them ownership of their care and helped ensure support was tailored to their wishes.

Professionals also contributed to care planning where appropriate, ensuring health needs were recognised and addressed. This collaborative approach meant plans reflected a full picture of each person's needs and strengths and supported joined-up working.

Because care plans were detailed, regularly reviewed, and actively used, people could be confident that their care was tailored to them, and adjusted when their needs changed.

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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
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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