

## Jedburgh Services Housing Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
27 January 2026

**Service provided by:**  
Community Integrated Care

**Service provider number:**  
SP2003002599

**Service no:**  
CS2015341531

## About the service

Jedburgh Services is registered to provide a combined housing support and care at home service for individuals to experience maximum independence, health, wellbeing, and inclusion in their own homes. Support is also provided to people living in their family homes. The service covers Jedburgh, Hawick, Galashiels and Kelso.

At the time of this inspection the service was providing care and support to 10 people.

The service provider is Community Integrated Care (CIC).

## About the inspection

This was an announced (short notice) inspection which took place on 21 and 22 January 2026. Our visit was then followed by time examining evidence remotely.

The inspection was carried out by two inspectors from the Care Inspectorate. We gave feedback to the manager on 27 January 2026.

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 or had feedback through completed surveys from five people using the service and six of their relatives
- spoke with or had feedback through completed surveys from 14 staff and management
- observed practice and daily life
- reviewed documents

## Key messages

- People led active and fulfilling lives which reflected positively on the level of independence they experienced.
- Staff engaged with people in a way which promoted confidence and upheld their dignity, contributing to a positive and supportive atmosphere.
- People were actively involved in directing their own support and making choices which reflected what mattered to them.
- Management had very good oversight of each person's support.
- Staff expressed a strong sense of pride in working within the service.
- Guidance within care and support plans focused on promoting people's skills and strengths and reinforced an approach which supported independence and personal choice.

## 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 and support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People led active and fulfilling lives and were busy with their own routines, which limited their availability to meet with us. This reflected positively on the level of independence they experienced. Those we did visit were proud to show us their homes and spoke about feeling safe, comfortable, and happy in their environment.

Staff demonstrated a strong understanding of the people they supported. Interactions we observed were warm, respectful, and encouraging. Staff engaged with people in a way which promoted confidence and upheld their dignity, contributing to a positive and supportive atmosphere. A relative told us; 'I trust them, they have totally changed my relatives life for the better'.

We heard of a wide range of meaningful events which people attended over the year, including holidays abroad, music festivals, rugby matches and horse racing to name a few. People were actively involved in directing their own support and making choices which reflected what mattered to them.

The service also supported people living in the family home by providing regular visits throughout the week. This included support to attend activities in the community and opportunities to build independent living skills. Relative's told us: 'I have been pleasantly surprised with everything.' 'My relative is absolutely buzzing when they get back home.' 'Staff are very respectful coming into our home'.

People were provided with a weekly rota so they knew in advance which staff members would be supporting them. This approach reduced anxiety, and demonstrated respect for each person's need for clear communication. Support hours were flexible and adapted to individuals' interests, routines, and lifestyles. Where changes were unavoidable, people told us they were informed in advance, helping maintain trust and continuity.

Most people were supported by a small, consistent team of staff who knew them well. This contributed to stable relationships and a personalised approach to care. For a few individuals, the number of staff involved was larger, which had the potential to impact consistency. We shared this feedback with the manager so they could explore how staffing patterns might be improved to enhance continuity for those individuals.

Staff demonstrated a clear understanding of each person's individual health needs and provided support safely and effectively. We saw evidence of positive communication with a relative who told us of being reassured staff were managing their loved one's health with care and competence.

Staff prioritised building rapport quickly when supporting someone new, helping the individual feel comfortable and understood. Where further training needs were identified, management should ensure these are followed up promptly so the required support or development is provided without delay.

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

We found significant strengths in aspects of the care and support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Management had very good oversight of each person's support and brought a positive culture which was adopted into everyday life for those living and working in the service.

A staff member described working at the service as a 'top notch place to work with a supportive manager'.

Various detailed quality assurance systems provided clear oversight of the care and support being delivered. These processes were used consistently and effectively. Management demonstrated a proactive approach to learning and improvement, using evidence from audits, observations, and feedback to drive positive change.

Complaints and expressions of dissatisfaction were responded to promptly and constructively. This ensured people felt listened to, respected, and valued when raising concerns. This timely and transparent approach helped build trust and demonstrated a strong organisational commitment to continuous improvement.

Accidents and incidents were managed well, with clear internal recording and reporting processes in place. However, some of these events should have been notified to the Care Inspectorate. We discussed this with the manager and were confident these would be reported going forward.

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

We found significant strengths in aspects of the care and support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff expressed a strong sense of pride in working within the service. Their values were evident in the way they spoke about their roles, demonstrating genuine commitment, motivation, compassion, respect, and flexibility.

People could be assured staff were recruited safely, with all required pre employment checks completed before individuals began their roles. Staff also reported they were given sufficient time to shadow experienced colleagues during induction, which helped them feel prepared and confident in supporting people.

Staff were well trained and had the skills and knowledge to support people with a range of health and support needs. They spoke positively about the training available to them and felt it prepared them well for their roles. However, because most staff worked alone, several expressed additional classroom based training would be valuable, giving them more opportunities to share experiences, learn from peers, and build confidence through collaborative learning.

Staff had protected one to one time with their manager which gave them time to reflect on their responsibilities and their professional development.

People we spoke with and their relatives commented on how 'brilliant' the staff were with one person saying: 'everyone is polite, they listen, they are fun'.

## How well is our care and support planned?

**5 - Very Good**

We found significant strengths in aspects of the care and support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Care and support plans allowed staff to support individuals to achieve their goals. These plans had rich, personalised details which reflected their preferences. People and, where relevant, their families were involved in developing and reviewing plans. This meant people were listened to and encouraged to have meaningful input into their own care and support.

Guidance within the plans focused on promoting people's skills and strengths and reinforced an approach which supported independence and personal choice. There was detailed information to support people's health needs with clear guidance for staff to follow.

Where people could not fully express their wishes and preferences, individuals who were important to them or had legal authority, were involved in shaping and directing the care and support plans. Supporting legal documentation was in place to ensure this was conducted in a way which protected and upheld people's rights.

Where this was in place, relatives were offered access to log onto the service's online care planning system to view daily notes, giving them the opportunity to stay informed and share in how their loved one's day had been.

Risk assessments and safety plans were used to enable people, rather than restrict people's actions or activities. This ensured people were supported to enjoy and experience an active life.

## 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?	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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