

Stranraer Skills Station Ltd Housing Support Service

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Type of inspection:
Unannounced

Completed on:
22 January 2026

Service provided by:
Stranraer Skills Station Ltd

Service provider number:
SP2021000173

Service no:
CS2021000277

About the service

Stranraer Skills Station Ltd is registered to provide housing support and care at home to adults with ill health, learning disabilities, physical disabilities, dementia, and autism in their own home and in the community. The provider is Stranraer Skills Station Ltd.

At the time of inspection, 53 people were being supported by the service. Support ranged from 30 minutes to 24 hours per day. The service is provided to people living in Stranraer.

The registered manager works from the main office base in Stranraer and is responsible for coordinating the overall running of the service. An additional manager and team leaders support manage the staff teams who provide direct support to people.

About the inspection

This was an unannounced inspection which took place on 20, 21 and 22 January 2026 between 09:30 and 16:30. 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 registration information, information submitted by the service and intelligence gathered since registration. In making our evaluations of the service we:

- spoke with ten people using the service and three relatives
- spoke with staff and members of the management team
- received 60 completed questionnaires (this includes all types)
- observed practice
- visited ten people in their own home
- reviewed documentation
- obtained feedback from stakeholders

Key messages

- Families reported being happy with the care and support their loved ones received.
- Staff developed meaningful relationships with people based on warmth, respect and compassion.
- People felt valued as individuals and were confident in how the service responded to their needs.
- People were supported by the right number of staff at times that were convenient to them.

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?	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 spoke very highly about the service and the positive impact it had made on the quality of their lives. People described the physical and mental benefits of being supported with a range of activities of their/ their family members' choosing. Some people also told us how the flexibility of the service had led to better outcomes for them.

Feedback was positive about the quality of care and support people received. Comments included " The staff have helped me leave home and become independent. I couldn't do it without my carers. " Staff from top to bottom are extremely friendly and efficient. I couldn't ask for better care or ask for better company to look after my needs." and " I don't know what my life we would be like if it wasn't for Stranraer Skills Station, they are all amazing." Relatives' comments included " Since Stranraer Skills Station has taken on overseeing and managing my son's care, neither he, nor my husband and I have been happier about the care he receives", and " the care given is always of a high standard, I am always kept well informed."

Overall, people were well cared for and supported with their health and wellbeing needs, including being supported to access GP services and specialist teams, as necessary. The service worked responsively to people's changing needs, and information about how these changes affected people's needs and supports were recorded through care planning and day-to-day communication systems. We observed staff to work carefully in regard to this area.

Communication aids and tools were used to ensure people were supported to express their wishes, needs and preferences. People received regular reviews of their care and support needs and families were involved and consulted as much as possible. This offered a holistic approach to care planning and reviewing.

Medication practice was robust and effective, with personal preferences sought and respected in relation to medication. Protocols were in place for the use of any 'as required' medications. There was oversight of medication management which included reporting of errors and actions recorded. We were confident that people's medication needs were being regularly reviewed and monitored.

Personal plans included steps to be taken to help people manage distress or anxiety. Social stories and pictorial tools, for instance, were indicated to help people at these times, and a traffic light system was clearly set out within plans to ensure staff knew what steps and actions to take based on how people were feeling and presenting. Staff were confident about how to respond to people's needs.

Where risks to safety were identified, assessments were undertaken which identified the actions that could be taken to avoid or reduce risk. These were reviewed on a regular basis to make sure information was up to date and accurate. The risk assessments helped to inform care plans instructions as to how people should best be supported. This had helped make sure the service was meeting people's needs and keeping them safe.

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

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The staff team were valued by people experiencing care. We observed kind and caring interactions between staff and people, and saw laughter, encouragement and inclusion being supported. Some comments we received included: "The teams create warm and welcoming environments where people feel supported, understood and included," and "Staff really listen, take time to understand what matters to each person". Professionals we spoke with said "Staff showed a great commitment to the individual I worked with, and they went above and beyond to provide them with the support." This assured us that the staff team were caring and considerate in their practice.

Staff had regular group and one-to-one meetings to discuss their practice and wellbeing. A range of forums and surveys gave staff an opportunity to influence service development which gave them a sense of inclusion. This culture enhanced staff performance and outcomes for people.

The service aimed to employ staff with the right values to support people and protect them from harm and had a range of policies and procedures to help promote this. We reviewed how safely staff had been recruited and found that best practice had been followed with all relevant checks completed. Staff were provided with a good level of induction when they started to provide them with enough knowledge to support people safely.

We observed good team working between staff. Direct observations of staff practice had been completed and these helped reinforce good practice and helped staff understand their role. Staff consistently told us the management team were approachable and available to support them where needed. This supported a positive working relationship between management and staff teams.

The service's approach to staffing arrangements and development had resulted in a skilled workforce. Staff had a strong understanding of people's needs and wishes, had developed positive rapport with people, and were highly motivated to enhance their life experiences. Staff told us they felt supported in their role.

The service continues to progress well in the development and implementation of digital technology to support care delivery. Digital development champions have been identified within the team, and they are actively driving forward improvements and learning. This will ensure that technology is used effectively within people's homes to enhance care outcomes.

Stranraer Skills Station shared staff success and compliments received from people using the service and their families. By promoting a positive working environment where staff feel supported, and their achievements were recognised, there were high levels of morale and performance. This ensured that people were supported by a motivated and dynamic staff team to meet their needs, wishes, and 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?	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?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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