

Moray Supported Living 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:
CS2017362975

About the service

Moray Supported Living is registered to provide combined housing support and care at home services to adults and older people with learning disabilities, mental health issues and physical disabilities, living in their own homes.

The service is operated by Community Integrated Care, a national social care charity which provides care and support to people across Scotland and England.

The support service covers a large geographical area in North Aberdeenshire and across Moray. Support packages are tailored to suit people's needs and can range from a few hours per week to much larger packages up to 24 hours a day, seven days a week.

About the inspection

This was a short notice announced follow-up inspection to assess the progress the service had made since the inspection on 06 October 2025. The inspection took place between 22 and 27 January 2026 and was carried out by one inspector from the Care Inspectorate. This inspection focused on the requirement and area for improvement from the previous inspection and evaluated how the service had addressed these to improve outcomes for people.

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 and two of their family members
- spoke with 10 staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- The service had met the requirement made at the last inspection which benefitted people's financial wellbeing.
- The service had made clear and sustained progress in strengthening its financial management practices.
- Staff actively engaged people in handling their own money which promoted people's independence and control.
- The policy for handling people's money and staff practice did not always align, and further improvement would further reduce risk to people's financial wellbeing.
- New medication training was about to be rolled out to all staff, which should help improve support with medication and better protect people's health and wellbeing.

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?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

A requirement and an area for improvement were made at the previous inspection. The service had put an action plan in place to manage the improvements needed.

The requirement in relation to improving financial management procedures had been met, which benefitted people's financial wellbeing. (See 'What the service has done to meet any requirement made at or since the last inspection' section).

However, we noted inconsistency in staff practice in one of the services, where two person checks were not always followed. This did not align with the updated policy or the guidance issued by the service leader at recent team meetings. Quality assurance checks in place had also failed to identify this issue. As a result, there was a risk of errors going unnoticed, which could negatively impact people's financial wellbeing. The provider assured us they would review the policy and staff practice to ensure the policy was fit for purpose, staff practice aligned with expectations, and both are reviewed for effectiveness. This would help further protect people's financial wellbeing (see area for improvement 1).

The area for improvement in relation to medication management had not been reviewed at this follow-up inspection. We will review progress with this at the next inspection. (Please see 'What the service has done to meet any areas for improvement we made at or since the last inspection' section for more details).

We have re-evaluated the service to be performing at a good level.

Areas for improvement

1. To support people's financial wellbeing, the provider should ensure that its policy for handling people's money is updated as needed and is reflected consistently in staff practice across all services.

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

'If I need help managing my money and personal affairs, I am able to have as much control as possible and my interests are safeguarded' (HSCS 2.5).

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 21 November 2025, the provider must ensure people's financial health and wellbeing benefit from robust financial management procedures. To do this the provider must, at a minimum:

- a) ensure correct recording of all cash and receipts
- b) ensure any errors by the staff are remedied timeously
- c) develop and implement a reimbursement policy/procedure that ensures any money owed is returned timeously
- d) ensure any remedial actions taken are person-centred and reviewed for effectiveness
- e) ensure staff practice supports people's independence in managing their own money, as appropriate
- f) provide staff additional training or support needed to improve their understanding of, and ability to follow, cash management procedures
- g) conduct direct observations of staff practice to ensure additional support is leading to consistently better staff practice.

This is to comply with Regulation 4(1)(a) and (b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'If I need help managing my money and personal affairs, I am able to have as much control as possible and my interests are safeguarded' (HSCS 2.5).

This requirement was made on 12 November 2025.

Action taken on previous requirement

The service had made clear and sustained progress in strengthening its financial management practices. Staff were recording transactions more accurately, people's missing money had been reimbursed, and a new reimbursement procedure provided clearer guidance and better safeguards for supported people. As a result, people's financial wellbeing was being better protected.

People's personal plans offered clear, person-centred guidance for staff on how to involve individuals in managing their finances. We observed staff actively engaging people in handling their own money, such as counting cash together and signing records jointly. This helped promote people's independence, choice, control, and understanding.

We noted inconsistency in staff practice in one of the services, where two-person checks were not always followed. This increased the risk of errors going unnoticed. We have made an area for improvement in relation to this. (Please see the 'How well do we support people's wellbeing?' section for more details).

The service had introduced tools such as finance related questionnaires and observations of staff practice. This helped identify gaps in staff knowledge, allowing leaders to provide targeted support to staff at an individual or service level. As a result, people experienced safer, more consistent support when managing their money.

Overall, the service had taken clear and meaningful steps to strengthen its financial management procedures, and there was sufficient evidence to confirm that the requirement had been met.

Met - within timescales

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

To protect people's health and wellbeing, the service should ensure medication management procedures are improved and consistently followed by staff. This should include but not be limited to: -

- a) improving the processes for managing errors to ensure they are person-centred, service specific and focused on learning from errors
- b) ensuring learning is shared with other teams where appropriate, so all people benefit from any relevant and successful improvements
- c) providing staff with additional training or support to improve their understanding of, and ability to follow, medication management procedures
- d) continuing regular recorded direct observations and assessment of staff practice in medication management to ensure that the additional support results in consistently better practice.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This area for improvement was made on 12 November 2025.

Action taken since then

Following further discussion with the provider, progress on improvements to medication management had not been reviewed at this follow-up inspection. This was because the service was in the process of rolling out new medication management training and competency assessments at the time of the inspection. We will review progress with this area at the next inspection once the training and competencies have had an opportunity to embed in staff practice.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

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