

Todlaw - Housing Support Service

Housing Support Service

1 Station Court
Station Road
Duns
TD11 3GA

Telephone: 01361 884 733

Type of inspection:
Unannounced

Completed on:
9 February 2026

Service provided by:
Community Integrated Care

Service provider number:
SP2003002599

Service no:
CS2007147839

About the service

Todlaw is registered to provide a combined housing support and care at home service in Duns Berwickshire. Support is available over a 24 hour period to people with a learning disability, physical disabilities, mental health problems and older people living in their own accessible homes.

The service is provided across a core and cluster development which consists of one- or two-bedroom semi-detached houses, with a tenancy agreement through Berwickshire Housing Association. One supported person lived out with the development.

At the time of the inspection, the service was providing care and support to 15 people, with durations of support varying according to individual needs. One person was receiving 24 hour support.

The service provider is Community Integrated Care (CIC).

About the inspection

This was an unannounced inspection which took place on 02 and 04 February 2026. Our visit was then followed by time examining evidence remotely.

The inspection was carried out by one inspector from the Care Inspectorate. We gave feedback to the manager on 09 February 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 15 people using the service and five of their relatives.
- spoke with or had feedback through completed surveys from 18 staff and management
- observed practice and daily life
- reviewed documents

Key messages

- Staff interactions were warm, caring and respectful and people we spoke with told us of the positive relationships they had with the staff team.
- Strong, value based leadership contributed to a positive culture that was clearly evident in day to day life for both the people living at Todlaw and the staff team.
- Staff interactions were respectful, natural, and often included appropriate humour, which people clearly enjoyed and responded to positively.
- Care and support plans contained rich, person centred information which clearly reflected each individual's life story, preferences, and what mattered most 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 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.

Staff interactions were warm, caring and respectful and people we spoke with told us of the positive relationships they had with the staff team. One person described their support as: "second to none" whilst another told us: "I'm very happy with my care, it's excellent".

Staff were responsive when alerted to any calls out with support time. More than one person shared: "staff will always come along when I press my buzzer, even overnight". This reliability helped people feel reassured, safe, and confident support would be available whenever needed

People experiencing support told us they were familiar with the staff team and felt comfortable and happy with the support provided.

One person chose specific staff members to deliver their care, ensuring their preferences were respected. Other people were provided with a weekly rota, giving them clear information about who would be supporting them in advance. This promoted predictability and reduced anxiety.

Another person had a smaller, consistent team in place to ensure continuity around their health needs. This approach supported effective communication and helped maintain stable routines.

A relative expressed a wish for a small, consistent team to be identified for their loved one. This highlights the importance of continuity and the value families place on predictable support arrangements.

Overall, the service demonstrated a respectful and person centred approach by offering choice, maintaining consistency, and communicating clearly with the people they support.

Staff knew people very well and demonstrated a strong awareness of their usual presentation, routines, and health needs. They were observant of any changes, which enabled early identification of concerns and timely referrals to relevant health professionals. We saw clear evidence of regular and proactive communication with visiting health practitioners, ensuring people's health and wellbeing needs were consistently monitored and responded to without delay.

Although not everyone received allocated social support hours, the service adopted a flexible and person centred approach to ensure people still had meaningful opportunities for social connection. Staff continued to promote the use of the central communal area at Todlaw, where people regularly met to chat, play dominoes, listen to music, share meals or cook for one another. These informal gatherings created a welcoming and inclusive environment which helped people build friendships, maintain community links, and reduce the risk of social isolation. This contributed positively to people's emotional wellbeing and sense of belonging.

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.

People experiencing care and their relatives consistently spoke highly of the service lead. They described them as "supportive, caring and nothing was too much trouble." This strong, value based leadership contributed to a positive culture that was clearly evident in day to day life for both the people living at Todlaw and the staff team.

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.

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 demonstrated a genuine commitment to their roles and consistently upheld the service's core values around dignified, person centred care. Staff interactions were respectful, natural, and often included appropriate humour, which people clearly enjoyed and responded to positively. We observed warm and relaxed exchanges which contributed to a fun, comfortable atmosphere and supported positive experiences for people.

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 demonstrated the skills and knowledge needed to support people with a wide range of health and care needs. This included specialist training tailored to the specific health conditions of individuals living at Todlaw.

They also benefitted from protected on to one supervision (known as You Can) time with their manager, giving them space to reflect on their responsibilities and consider their ongoing professional development.

Staff spoke positively about the training and support available to them, and described feeling confident in their ability to provide high quality care.

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 contained rich, person centred information which clearly reflected each individual's life story, preferences, and what mattered most to them. Guidance was detailed and personalised, demonstrating how people wished to be supported with their health needs.

Plans were supported by comprehensive and up to date risk assessments, providing staff with clear direction on how to respond to any health related concerns or emergencies, such as diabetic management. This ensured support was safe, consistent, and aligned with the person's needs and choices.

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.

We advised more detailed information should be recorded within daily care notes by staff to ensure the experiences of people who are unable to express how their day has been are accurately captured

When information in plans are updated, we advised these changes should be reflected consistently across all sections of the support plan to minimise the risk of confusion. The provider had undertaken its own internal audits, which reflected our findings, and demonstrated quality assurance processes and robust governance arrangements were in place.

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 provider should ensure that people supported, and where appropriate their relative or representative has a copy of their personal plan. Minutes of review meetings should also be made available.

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

"I am fully involved in developing and reviewing my personal plan, which is always available to me" (HSCS 2.17)

This area for improvement was made on 8 November 2023.

Action taken since then

Supported people and their relatives were involved in annual reviews where access to electronic care plans were discussed. Where legal documentation was in place, relatives were offered access to the system.

This area for improvement had been met.

Previous area for improvement 2

To ensure support is provided in a person-centred and consistent way the provider should review current training given and provide awareness training around the health conditions for people living at Todlaw. This also to include associated training like skin integrity. Staff should complete this training.

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

"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).

"I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

This area for improvement was made on 8 November 2023.

Action taken since then

Training relating to health conditions of people being supported by the service had taken place since last inspection.

This area for improvement had 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 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

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 cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ '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.