

# Leonard Cheshire Services (Scotland) – Edinburgh and Fife Support at Home Housing Support Service

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Unannounced

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**Service provided by:**  
Leonard Cheshire Disability

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## About the service

Leonard Cheshire Services (Scotland) Edinburgh and Fife Support at Home, is a housing support and care at home service operated by Leonard Cheshire Disability.

People live in their own homes and are supported in ways including: 24 hour support with all aspects of daily living, social support using community facilities or taking short breaks.

## About the inspection

This was an unannounced inspection which took place between 5 and 7 February 2026. 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 4 people using the service and eleven of their family/relatives
- spoke with eleven staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals
- reviewed online questionnaires from 2 external professionals,
- reviewed online questionnaires from eleven staff
- reviewed online questionnaires from twelve people experiencing care.

**Key messages**

- People experienced warm, person centred care that supported their physical and emotional wellbeing.
- Rights, choice and independence were consistently promoted.
- Connection and quality of life were central to the care and support being provided.
- Staff were motivated, confident and able to work well together.
- Teamwork was a clear strength.
- There was high staff morale and a positive workplace culture.
- People received care and support from a consistent team that knew them well.

**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 experienced warm, person centred care that supported their physical and emotional wellbeing. Staff knew people very well and had developed longstanding, trusting relationships. One person told us, "This home and the support from staff gave me a sense of family again when I thought I'd lost it forever." Staff echoed this commitment, "They feel like family to me," and "I'm proud to support people with independence and dignity." These comments reflected strong mutual trust, respect and connection.

Rights, choice and independence were consistently promoted. We observed staff working in line with the Health and Social Care Standards by offering meaningful choice, encouraging independence and supporting people to live in ways that upheld their rights. People told us they felt known and valued, and we saw care that had a positive impact on daily life and emotional security.

Some people described particularly positive outcomes around loss and change. The service took a trauma informed, rights based approach that helped people remain connected and emotionally supported. One person said, "I've been through a big loss, but I felt loved here and part of a family" while another shared, "I didn't feel alone". Where needed, counselling was arranged to support bereavement, which helped people work through grief safely.

Connection and quality of life were central. People maintained relationships with those who mattered to them. Friends were encouraged to visit and family contact was actively supported. People had control over daily routines, choosing a long lie or taking part in activities, and spoke with enthusiasm about holidays: "I love going to the caravan, we go every year," and "Being on holiday with staff is brilliant, I get to see the seaside." People proudly shared photo albums and it was clear these memories held deep meaning and contributed to wellbeing. Staff also supported personal relationships in ways that mattered to individuals (for example, helping choose a Valentine's card and gift), reinforcing identity and belonging.

Health outcomes were supported well. People had access to a balanced, homemade diet and were involved in choosing weekly menus. As one person put it "Sometimes I don't fancy what's on the menu and that's OK... I can choose something else." Staff encouraged healthy choices and supported people to follow eating plans that reflected preferences. Necessary equipment and aids (such as walking aids) were in place, enabling people to stay independent and safe.

Healthcare needs were responded to promptly. Staff supported attendance at appointments and followed professional advice. A relative told us, "Staff understand my daughter, and I have peace of mind," while a person using the service said, "I can talk to the staff about my care, they listen and put things in place."

Systems and practice underpinned safe, consistent care. A clinical risk register brought together key risks for each person and was reviewed monthly by the manager. This gave a clear, up to date overview and helped staff identify changes early, plan care safely and respond consistently.

People's care plans were written in a way people understood, and people told us they had been involved in developing them, which helped them feel listened to and included in decisions. Communication tools, such as picture boards supported understanding where appropriate.

Medication was managed safely with routine quality assurance checks. Staff had the right training for people's needs, including recent autism training, and told us how this helped them adapt their practice. One person said, "Staff know how to support me in an emergency, and this makes me feel safe when I am out with them." Professionals also expressed confidence. "Staff know the adult very well and know how to support his wellbeing, including the strategies he needs."

Overall, care and support were very good. People experienced consistent, compassionate and responsive support that promoted health, independence, connection and emotional wellbeing.

## How good is our staff team?

## 5 - Very Good

We evaluated this key question as very good, as there were major strengths in how staffing arrangements supported positive outcomes for people.

Staff told us they felt well informed, valued and part of a supportive, inclusive team. One person said, "I feel greatly supported in all aspects of my role; we have fantastic managers." Regular team meetings, daily communication and clear handovers meant staff had up to date information and opportunities to discuss any issues openly. Another staff member shared, "Managers always call you back and are a great support." This contributed to a strong sense of trust and confidence in leadership.

Staff described managers and team leaders as approachable, available and responsive. Comments such as "Managers will often praise us for things we do well... it lifts our spirits," and "Staff stay because it's a brilliant place to work," reflected high morale and a positive workplace culture. This meant staff were motivated, confident and able to work well together, supporting consistent care and positive outcomes for people.

Teamwork was a clear strength. Staff described the team as collaborative, flexible and focused on people's needs. One person spoke about "the collaboration between staff and support from the management team," while another said the service "provides high standard care and always follows the appropriate rules and guidelines." Staff felt they could seek advice openly and be heard, telling us, "I can openly ask for advice and they listen to me and the people we support."

Training compliance was good, and staff said they felt well equipped for their roles, describing themselves as "trained and competent." Many emphasised the consistency and stability of the team, with one person noting "fantastic balance and consistency," and another saying the team "adapt well to everyone's needs." Staff also felt management cared as much for staff as for the people receiving support. One person said, "Management don't only look after the welfare of service users, they ensure workers feel valued and supported."

Rotas provided good continuity, and people were supported by staff who knew them well, which promoted warm and trusting relationships. Staff worked flexibly and supported one another during busy periods, and we observed positive interactions that contributed to person centred care.

Staff retention was high, and during the inspection there were only two vacancies, both of which were being actively recruited to, showing the service was responsive to demand.

Safer recruitment processes were well organised, and the service maintained a robust registration matrix with monthly checks and reminders, ensuring staff were registered and compliant. A clear supervision

matrix showed that supervisions were completed regularly, and staff described these as supportive and helpful for reflecting on practice.

Staff were matched consistently with the same people, which supported familiarity and stronger relationships. For example, people requiring 24 hour support were cared for by a consistent group of staff throughout the inspection. One staff member told us, "I've worked with the same service users for 10 years, I feel like I'm part of their family." This level of continuity promoted trust, stability and high quality, person centred care.

Overall, staffing arrangements were very well organised, communication was very good and staff worked effectively together. This resulted in people experiencing consistent, safe and high quality support.

## 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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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