

Moray Supported Lodgings Project Adult Placement Service

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Announced (short notice)

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Service provided by:
The Moray Council

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SP2003001892

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CS2006139238

About the service

The Moray Supported Lodgings project is an adult placement service run by Moray Council. The service recruits and supports carers for young people over 16.

About the inspection

This was a short notice inspection which took place between 23 February and 3 March 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 two young people using the service and had two responses to our pre inspection survey
- we spoke to five adult caregivers and had three responses to our pre inspection survey
- we spoke to three external professionals and had six survey responses from members of the panel that approved and reviews carers
- we also spoke to the panel chair and agency decision maker

We spoke with staff and management with the adult placement service and reviewed documentation.

Key messages

- Young people and adults experienced positive relationships with caregiver families.
- Young people and adults were fully engaged in their support and the development of the service.
- Caregiver families were positive about the support they received.
- Clear policies and procedures were in place which had improved practice.
- Transitions in to the service had been improved.

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

Young people and adults developed meaningful and affectionate relationships with their caregiver families. We received positive feedback from young people and adults about the support they had received and saw examples of relationships that had been maintained when they had moved on from the service.

Caregiver families had positive relationships with staff within the service. Caregiver families were extremely positive about the support they received. One carer told us, "my link worker could not be more supportive and encouraging". The quality of support ensured that caregiver families were effective in their roles and that the needs of young people and adults were well met.

Caregiver families were actively supported to undertake learning, in particular to understand how to improve cultural understanding and the support needs of New Scots. The service was proactive and responsive engaging with caregiver families to find solutions when issues were identified.

Young people and adults experienced a high level of respect. The service had undertaken work to improve the language of care in response to feedback to make terminology less stigmatising. Young people and

adults were appropriately supported in relation to legal and human rights and had access to external advocacy.

Young people and adults were well informed and actively involved in decisions about their care. Regular reviews and planning meetings took place and interpreting services were utilised as required to ensure all young people and adults could participate fully in their care planning.

Friendships and family relationships were well supported by caregiver families which ensured that important relationships were maintained. Young people and adults supported to engage within their community in a range of leisure opportunities to ensure they maintained a fulfilling life.

Educational outcomes were supported and young people and adults were attending school or college as well as voluntary and employment opportunities. There was a culture of ambition in the service and achievements were celebrated.

People living within caregiver families were kept safe within the service and caregiver families were well supported to understand their safeguarding responsibilities. Potential safety concerns were regularly discussed and were clearly outlined in care planning documentation which ensured that young people and adults wellbeing was promoted.

Caregiver families were supported through training to understand attachment and trauma which enabled them to promote positive mental health support for young people and adults.

The service was highly responsive to where caregiver families experienced difficulty. Regular contact was maintained and the service was proactive in identifying support needs and actions required to address these.

Young people and adults' health needs were well met and they were supported to access medical and dental services as required. Extra support was provided to access healthcare for young people and adults who did not have English as a first language. Young people and adults were encouraged to positive healthy choices regarding exercise and healthy eating.

Young people and adults were supported to keep pets where appropriate, the service had also worked with caregiver families around how to manage different cultural expectations around pets within households.

The service promoted independence and young people and adults were supported to gain appropriate skills in relation to travel, shopping and cooking to build on their life skills.

Caregiver families were comprehensively assessed and the panel worked well to provide robust oversight of carer approval and review. Young people were able to express their views as part of carer reviews and within their own review meetings.

Before a young person joined a caregiver family the service considered and assessed how their needs could be met. Improved transitions were in place and the service was seeking to further develop referral pathways to ensure that caregiver families had all the information they needed before a young person joined their household. Carer profiles had been developed to provide information to young people as part of the transition process.

The provider had a clear policy in relation to continuing care and young people and adults were aware of their rights. Transitions from caregiver families were well managed.

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

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

There was continuous, robust evaluations of people's outcomes and experiences to ensure young people and adults received the best possible care and support. Since the last inspection, management and staff have delivered a programme of improvement which had a significant positive impact on outcomes. A clear plan for future developments was in place to drive further improvement. Feedback from caregiver families was that they have been included in service development, one caregiver told us, "Our social worker is active in their listening and continues to pull thoughts and observations together to improve the service." This ensured that caregiver's views were central to the process of improvement. Staff had attended national forums and had engaged with other providers in the sector to support improvement activity.

Panel was rigorous and effective and there was a clear process for approval and review. Feedback from panel members via survey was that the panel was skilled and experienced with positive working relationships.

Caregiver families were supported to understand the standards they should expect from the service. Improvement activity had focused on developing policies and procedures to support caregiver families to understand their role and the functions of the service. When there had been adverse outcomes, the service had undertaken reflective meetings to take learning from these to improve future outcomes.

A clear improvement plan was in place and both managers and staff had a clear vision for future developments to further enhance service delivery.

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

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

Staff had positive relationships with caregiver families and we received consistent feedback from caregiver families and external professionals about the quality of support provided by the service.

Staff had been provided with appropriate learning opportunities and regular supervision was in place from management. Staff had been empowered to become involved and lead on service development which had been instrumental in achieving positive outcomes.

Training and development is an area of ongoing development for the service with a training calendar for carers being developed to enhance provision. These learning opportunities will also seek to enhance staff knowledge and will lead to improved outcomes.

How well is our care and support planned?**5 - Very Good**

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

Young people and adults experienced high quality SMART care planning. All young people and adults and

clear care plans in place that outlined their needs and these were regularly reviewed. Young people and adults were at the heart of their care planning and the service ensured that their voice was reflected.

Young people and adults received appropriate legal support and were aware of how to access independent advocacy. There was strong collaboration between the service and the Throughcare Aftercare team. Where appropriate families were included within care planning to promote positive relationships.

Maximising independence was a key focus of the service and young people and adults were supported to gain new skills to equip them for adulthood.

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

Requirements

Requirement 1

By 31 July 2024, the provider must ensure that caregiver assessments are robust and comprehensive, with a clear identification of their ability to meet the needs of young people.

To do this the provider must as a minimum ensure:

- Caregiver assessments accurately reflect strengths and vulnerabilities in relation to meeting the needs of vulnerable young people.
- Assessment reports are quality assured and are consistently of a high standard.
- Planning/matching meetings take place when young people join caregiver households.
- Caregivers are provided with appropriate support and supervision when potential vulnerabilities are identified.

This is to comply with Regulation 4(1)(a) 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: 'My care and support meets my needs and is right for me' (HSCS 1.19).

This requirement was made on 29 May 2024.

Action taken on previous requirement

Carer assessments detailed and cover strengths and vulnerabilities, this is also covered within panel discussions.

- Assessments reports, including carer reviews are of a high standard
- Improved transitions in to the service with improved referral pathways and matching processes.
- Caregivers are provided with regular supervision and responsive support when required. Regular planning meetings take place with young people and Throughcare Aftercare to ensure any issues are proactively identified.

This requirement has been met.

Met - outwith timescales

Requirement 2

By 31 July 2024, the provider must have engaged with relevant services to review and update all supported lodging policies and procedure. To do this the provider must, as a minimum:

- Identify the suite of supported lodging policies and procedures required.
- Implemented an action plan to review and update the policies and procedures identified.
- Engage stakeholders in the consultation and review processes when updating policies and procedures.

This is to comply with Regulation 4(1)(a) 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: 'I can be meaningfully involved in how the organisations that support and care for me work and develop' (HSCS 4.6).

This requirement was made on 29 May 2024.

Action taken on previous requirement

Full review of policies and procedures has been undertaken in consultation with young people, caregivers and other external stakeholders.

This requirement has been met.

Met - outwith timescales

Requirement 3

By 31 July 2024, the provider must have engaged with relevant stakeholders to review and update the caregiver's handbook. To do this the provider must, as a minimum ensure relevant stakeholders are:

- Informed of this improvement plan.
- Invited to be party to improvement planning.

This is to comply with Regulation 4(1)(a) 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: 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7).

This requirement was made on 29 May 2024.

Action taken on previous requirement

Carer handbook has been developed in consultation with caregiver families. This is in draft form and is due to be finalised imminently. There has been significant engagement with supported lodgings carers regarding the development of the service since the last inspection

Met - outwith timescales

Requirement 4

By 31 July 2024, the provider must ensure they access the up-to-date Care Inspectorate guidance on notifications. They must notify us of all incidents, accidents and allegations of abuse in accordance with this guidance.

This is to comply with Regulation 4(1)(a) 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: 'I am protected from harm, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20); and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This requirement was made on 29 May 2024.

Action taken on previous requirement

Guidance on notifications shared with caregiver families and is included in part of new handbook. No issues noted with service record keeping during inspection.

This requirement has been met.

Met - outwith timescales

Requirement 5

By 31 July 2024, the provider must ensure that all staff receive relevant training, and that an accurate training record is maintained.

This is necessary in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Regulation 3 15(b)(i) 'Ensure that person's employed in the provision of the care service receive training appropriate to the work they perform.'

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled and are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This requirement was made on 29 May 2024.

Action taken on previous requirement

Staff have access to relevant training and records are maintained.

This requirement has been met.

Met - outwith timescales

Requirement 6

By 31 July 2024, the provider must ensure that care and support provided to young people and caregivers is enhanced by their views. To do this the provider must, as a minimum:

- Ensure young people and their caregivers have regular opportunities to express their views.
- Evidence how young people and caregiver' views have been considered when providing care and support.

This is to comply with Regulation 4(1)(a) 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: 'I am recognised as an expert in my own experiences, needs and wishes' (HSCS 1.9); and 'I am empowered and enabled to be as independent and as in control of my life as I want and can be' (HSCS 2.2).

This requirement was made on 29 May 2024.

Action taken on previous requirement

Caregiver families consulted by the service and included in development. Young People have opportunities to express their views through regular reviews and contact with supported lodging staff during regular supervision visits. Evidence that the views of young people actively influencing service development.

Met - outwith 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 support young people's health and wellbeing the provider should ensure caregivers are provided with an annual training schedule. This should include, but not be limited to adult protection and the impact of trauma.

The provider should maintain an overview of caregiver training attendance and future training needs. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 29 May 2024.

Action taken since then

Trauma training and protection available to caregiver families and training records maintained. Future training needs identified and training calendar is being developed for the service.

This area for improvement has been met.

Previous area for improvement 2

To ensure a culture of learning where caregivers have opportunities to share relevant information within a supportive peer, the provider should develop and organise caregiver support groups.

These should be facilitated on a regular basis, in line with caregivers needs and wishes.

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 because people have the necessary information and resources' (HSCS 4.27); and, 'My care and support is consistent and stable because people work together well' (HSCS 3.19).

This area for improvement was made on 29 May 2024.

Action taken since then

Regular support groups are in place.

This area for improvement has been met.

Previous area for improvement 3

The supported lodgings service has evolved over time as demand for the service has changed. Caregiver assessment and review documentation should be updated to ensure they accurately reflect and record strengths, vulnerabilities and needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience stability in my care and support from people who know my needs, choices and wishes, even if there are changes in the service or organisation' (HSCS 4.15).

This area for improvement was made on 29 May 2024.

Action taken since then

Documentation has been updated and assessment and review documentation reflects strengths, vulnerabilities and need. Regular carer reviews and reviews of care arrangements in place for children and young people.

Previous area for improvement 4

To ensure service improvement planning is shaped by staff and stakeholders, the provider should actively consider the contribution and expertise of others. The provider should be able to evidence a genuine partnership approach to stakeholder engagement.

This is to ensure that care and support is consistent with the Scottish Social Services Council (SSSC) Codes of Practice which identify the organisation should 'Have systems in place to listen to and consider feedback from people who use services, carers and other relevant people, to shape and improve services and the performance of social service workers' (SSSC 2.3); and

The Health and Social Care Standards (HSCS) which state that: 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7).

This area for improvement was made on 29 May 2024.

Action taken since then

Service works in partnership with Throughcare Aftercare Team, caregiver families and young people to inform service development.

This area for improvement has been met.

Previous area for improvement 5

The management team should have oversight how service delivery and improvement planning is impacting young people. This should include how young people's needs are met and outcomes improved.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23); and 'I am confident that people are encouraged to be innovative in the way they support and care for me' (HSCS 4.25).

This area for improvement was made on 29 May 2024.

Action taken since then

Service has become aligned to the fostering service with oversight from service manager. Strong management overview of development within service and clear plans for future development.

This area for improvement has 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
1.1 Children, young people, adults and their caregiver families experience compassion, dignity and respect	5 - Very Good
1.2 Children, young people and adults get the most out of life	5 - Very Good
1.3 Children, young people and adults' health and wellbeing benefits from the care and support they experience	5 - Very Good
1.4 Children, young people, adults and their caregiver families get the service that is right for them	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement are led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to support children, young people, adults and their caregiver families	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects the outcomes and wishes of children, young people and adults	5 - Very Good

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