

Cunningham House and Rankeillor Project Housing Support Service

205 Cowgate
Edinburgh
EH1 1JH

Telephone: 01312 254 795

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Unannounced

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Service provided by:
Church of Scotland Trading as
Crossreach

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About the service

Cunningham House and Rankeillor Project provides housing support to adults who are homeless or at risk of homelessness. The service is provided by CrossReach and has been registered with the Care Inspectorate since November 2014.

Cunningham House provides temporary supported accommodation for both males and females in single en-suite rooms. At the time of the inspection, 22 people were receiving a support service in Cunningham House.

Rankeillor Project also provides temporary supported accommodation for both males and females across three shared flats. At the time of the inspection, 9 people were receiving a support service from Rankeillor Project.

Both parts of the service are housing support services commissioned by the City of Edinburgh council.

About the inspection

This was a full inspection which took place from 11 February 2026 to 18 February 2026. Site visits to the service took place on 11, 12 and 16 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 five people using the service
- spoke with 11 members of staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People were supported to be as independent as possible.
- People were supported by staff they knew well and had positive relationships with.
- Staff received training that was appropriate to their role.
- Staff worked well together and were supported by a competent leadership team.
- The service had a positive attitude towards quality assurance processes.
- Good support planning processes led to people experiencing positive outcomes.

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?	4 - Good
How good is our staff team?	4 - 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 support provided and how these supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

People experienced very good health and wellbeing outcomes as a result of their support. Staff interactions with people experiencing support were warm, encouraging and focussed on promoting people's independence. Staff were respectful when they spoke about the people they were supporting and showed patience in their interactions. People's wellbeing benefited from being treated with compassion, dignity and respect.

Staff were focussed on achieving the best possible outcomes for the people they were supporting. Support was built around what people wanted to achieve during their time in the service. People were regularly supported by the same members of staff who spent time getting to know people. This meant that trusting relationships were formed between people and the staff who supported them.

Systems were in place to safeguard people from potential harm and staff were aware of their responsibilities in this area. Staff showed strong values and a commitment to the people they supported. When asked what brought them satisfaction at work, one staff member commented:

"seeing the development and change in the guys from when they move in to when they move on from us. Knowing the hard work they have put in, as well as our work, to get them ready to move on to permanent settled accommodation. Seeing people build up trust with the team and starting to open up over time. Watching how they change and develop".

Although people were encouraged to live independently in the service, a range of group activities were in place to promote socialisation. People we spoke with told us they enjoyed coming together with staff and other supported people to take part in activities. People also took part in one-to-one activities with staff. This helped people build on their independent living skills. One person told us:

"they do as much as they can in terms of events and things for us to do. We had a river-barge trip for example and a trip kayaking as well. It's nice they do those things. We've been taken to the cinema. They're doing everything they can to help us out".

People were encouraged to contribute to the development of the service. Regular meetings for people experiencing support were in place where people could put their ideas forward. We saw evidence that ideas people had brought forward had been implemented. People were also encouraged to complete surveys regarding their experience in the service. This showed that people were valued by the service and that their opinions mattered.

People's wellbeing benefitted from regular engagement with other health and support services. People were in touch with social workers, GPs, housing officers and a wide range of other specialists. This multi-agency approach helped ensure that people continued to work towards their chosen outcomes. Other health and social care professionals we spoke with commented favourably about their experience with the service. One professional told us:

"the service is very good at creating a tolerant and accessible service for homeless clients, especially those who have complex needs and have struggled in non-supported services and accommodations. They go out of their way to try and keep people in the service for as long as possible and support them to move to longer term accommodation".

How good is our leadership?

4 - Good

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

The service demonstrated a positive attitude towards quality assurance. A wide range of quality assurance audits carried out by leaders led to improvements being made which benefitted people experiencing care and support. Accidents and incidents in the service were being recorded with a good level of detail. We asked the service to look at creating monitoring systems for incidents and accidents. This would ensure that learning from events in the service could be shared and implemented.

A service development plan was in place. This was clearly linked to both the Health and Social Care Standards and internal organisational standards. The plan pulled together the range of quality assurance measures in operation and ensured that leaders had oversight of the positive development work happening across the service. The plan had been newly implemented and we encouraged the service to continue working on embedding quality assurance in the service.

The service had received no recent complaints, however processes were in place for dealing with complaints. People experiencing support in the service told us they knew how to make complaints and that they would be happy to approach staff with any concerns they had. We asked the service to consider the use of social media or newsletters to inform people of the service and share good news stories. We suggested involving people who experienced support in the service in this process.

Staff viewed management and the leadership team with positivity. Staff told us they felt supported by leaders and that they experienced an open culture where they felt their concerns were listened to. Staff told us that leaders were approachable and we saw the positive way leaders interacted with and made time for staff. One staff member commented:

"I think (the manager) has a genuine desire to be a good manager for the service, staff and residents. (They've) been very supportive with me since I started and I feel (they) would make time to listen to any of my concerns".

How good is our staff team?

4 - Good

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

Strong recruitment processes were in place. These helped identify the suitability of potential staff for support work. Induction processes ensured that staff were regularly assessed to make sure they were appropriately trained to begin providing effective support to people. These systems reduced potential risks for people experiencing support.

Staff completed training that was relevant to their roles. This included training that was specific to understanding the needs of people being supported. Staff spoke favourably about the range of training they

were supported to complete. Training records were kept which evidenced that training was up-to-date. People experienced support from well trained staff who were knowledgeable about their support related issues.

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in supporting people. Staff spoke positively of their work and told us they were proud to work in the service. This demonstrated a commitment to both the service and the people they were supporting. One staff member commented:

"it's good to think you've played a part in creating a settled place for people".

Arrangements for the one-to-one supervision of staff were in place. Staff spoke favourably of the supervision process and told us they were free to seek support with any issues they faced. Team meetings gave staff further opportunities to discuss any issues they experienced and to contribute to the development of the service. This evidenced that staff were valued by leaders in the service. We asked the service to ensure that positive feedback given to staff during supervision was recorded within the minutes of each meeting.

Appraisal processes were in place. These were clearly linked to regular supervision processes. Observations of staff practice were not in place. We discussed the benefits of practice observations and the ways in which these could be captured. We will look to see how this area has progressed during the next inspection of the service.

Staff reported that they felt equipped to do their jobs to the best of their ability. Staff felt team leaders were supportive, approachable and knowledgeable. This promoted a positive and pro-active culture in the service. We were made aware of some team issues by a number of staff members during the inspection. We discussed ways of resolving these and moving forward with the leadership team.

How well is our care and support planned?

5 - Very Good

We found significant strengths regarding the planning of support and how these supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

Personal plans contained comprehensive information. Guidance was available for staff to follow to ensure people's needs were being met. People's preferences for how support should be delivered were clearly noted in plans. Where risks were identified, assessments had been carried out to ensure risks were reduced. This promoted positive risk taking, whilst ensuring people remained safe.

The service used Outcomes Star as the basis for their personal plans. This system provided people with visual evidence of how their support needs had changed over the course of their stay in the service. People experiencing support told us they found this very motivating. People identified goals and action plans for how these would be achieved were clearly detailed in personal plans. This helped people and their support staff stay focussed on achieving outcomes.

There was a clear effort to maintain people's independence evident in personal plans. People were asked for their identified gender and preferred names when creating their personal plans. This provided evidence that the service was person-centred. Instructions for staff were very clear in showing what people could do for themselves and where support from staff was required. This helped people retain independence and reduced unnecessary reliance on staff.

Contacts for relevant health and social care professionals were noted in plans. This meant that people could be quickly contacted when issues arose. Reviews of people's support needs and audits of personal plans were in place. This ensured that support delivered was responsive to people's changing needs.

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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - 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

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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