

George Street Project Housing Support Service

587 George Street
Aberdeen
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Telephone: 01224 643262

Type of inspection:
Unannounced

Completed on:
2 March 2026

Service provided by:
Scottish Action For Mental Health

Service provider number:
SP2003000180

Service no:
CS2006129599

About the service

The George Street Project is a combined housing support and care at home service. It is provided by Scottish Action for Mental Health (SAMH) and supports six people with complex needs.

The building has six flats and an office base where staff are available 24-hours per day. The building is situated in the heart of Aberdeen and is close to shops, transport links and community services

About the inspection

This was an unannounced inspection which took place onsite 27 February 2026. The inspection continued remotely until 28 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 one person using the service
- spoke with two of their family members
- spoke with four staff and management
- spoke with visiting professionals
- observed practice and daily life
- reviewed documents
- reviewed online questionnaires from two people experiencing care and eight staff members.

Key messages

- Staff created a warm, compassionate and supportive environment, which had a clear and positive impact on people's wellbeing.
- Health needs were identified early and escalated promptly.
- Daily routines and practical independence were promoted through tailored and achievable support.
- Medication practice was safe and well managed.
- Relationships within the team were warm, respectful and cooperative.
- Leadership was visible, responsive and supportive.
- Staff wellbeing was a clear priority.
- Information sharing supported safe and consistent practice.

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 evaluated this key question as very good. We found significant strengths in how staffing was led, planned and supported.

Staff created a warm, compassionate and supportive environment, which had a clear and positive impact on people's wellbeing. Throughout the inspection we observed relaxed, natural interactions and genuine rapport between staff and the people they supported. People approached staff with ease, and staff responded with kindness, humour and reassurance. This contributed to a culture where people felt safe, valued and emotionally secure, which is central to achieving positive physical and emotional wellbeing outcomes.

People looked well and spoke positively about the care they received. One family member commented that their relative was now "in good hands... better nights, calmer, and much happier," while another described staff as "kind and approachable, staff go above and beyond," giving them confidence that their loved one was safe and well. These comments reflected the positive relationships we observed and the person centred support experienced by people.

Personal plans were highly individualised and used meaningfully in practice. They clearly set out what was important to each person, including what helped make a good day, early signs of distress, and the best ways for staff to communicate and support them. Staff were familiar with this information and used it consistently. This meant staff could anticipate needs, respond sensitively and support people in ways that protected dignity, preferences and emotional wellbeing.

Daily routines and practical independence were promoted through tailored and achievable support. For example, one person preparing to move on from the service received planned reductions in prompts, enabling them to practise independence safely with phone based support. This demonstrated thoughtful planning and a person centred approach to risk enablement, helping people to build confidence at a pace that suited them.

Health needs were identified early and escalated promptly. We saw timely referrals to psychiatry, the Community Mental Health Team, Speech and Language Therapy, and the Enhanced Access Team. Professional advice was clearly incorporated into updated plans. Families told us they were reassured by how staff advocated for people at appointments and ensured they were supported. One relative described significant improvement in their loved one's overall wellbeing, stating that "every area of my loved one's health and wellbeing has improved since living here," including behaviour, sleep and alcohol consumption. This proactive approach contributed directly to improved stability, confidence and wellbeing.

Robust and up to date risk assessments were in place, giving staff clear guidance to prevent harm, manage emerging risks and act promptly when people needed additional support. This ensured consistent and safe responses that protected people's health and emotional safety.

Medication practice was safe and well managed. Staff used an electronic system that improved accuracy and clarity. Regular audits were completed, and any discrepancies were addressed promptly. People received medication when required, and staff were confident in the processes. These arrangements provided strong oversight and reduced the risk of error.

Families described peace of mind and trust in the service. Comments included, "My loved one is in good hands," and "It's the most independence they can have; staff are very understanding and inclusive." Families also highlighted meaningful routines, advocacy and support to stay connected to those important to them. These experiences contributed to a strong sense of belonging and positive emotional wellbeing.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good. Significant strengths in how staffing was led, planned and supported consistently delivered positive outcomes for people.

Staffing was continuously assessed and well planned. Leaders considered how well staff suited each person, continuity and people's preferences when organising rotas. We observed people being offered a say in who supported them, and staff upheld these choices respectfully. Another example of this was the use of signed permission for staff to access people's flats, which demonstrated respect for personal boundaries and upheld dignity and consent. This meant people were supported by staff they knew and trusted, promoting control, dignity and emotional safety.

The service consistently had the right number of staff, with the right skills, at the right times, enabling people to receive care without rushing. Staff had time to provide support with compassion and engage in meaningful conversations, helping people feel listened to and understood. We saw staff offering dignified choices, such as checking if it was acceptable to contact a family member on someone's behalf. These interactions showed a culture where people felt comfortable, reassured and valued, and demonstrated that staffing arrangements enabled quality relationships, not just task completion.

Relationships within the team were warm, respectful and cooperative. Staff told us they worked very well together, shared information openly and offered help promptly. This effective teamwork resulted in joined up decision making and consistent care, even when needs changed quickly. A relative told us, "We have a brilliant relationship with staff, they are so kind and approachable." A staff member added, "The service is fantastic at delivering thoughtful, deliberate person centred care... the team are actively pursuing positive outcomes." We concluded that the culture was strongly values based, with kindness, dignity and compassion evident in everyday practice and fully aligned with the Health and Social Care Standards.

Leadership was visible, responsive and supportive. There was always a senior manager on call, and staff reported prompt, helpful responses. In one situation, where a supported person required further assessment, the manager worked with the team to ensure sufficient staffing and a clear plan. Staff described the impact of this, saying, "The manager really cares... there's a difference between a manager and a leader, and we are led and supported very well."

Staff wellbeing was a clear priority. A wellbeing policy was in place and used meaningfully. Staff had access to a £50 wellbeing allowance and two wellbeing days, which could be taken flexibly. Staff told us this helped them manage periods of pressure and rest when needed. Following an increase in complex incidents, the manager arranged for an independent counsellor to attend the service to offer support. A staff member said, "They do these things without us asking, they are on the ball, and it helps us do our job better." This demonstrated a proactive, compassionate leadership approach that strengthened resilience and supported high quality care.

Information sharing supported safe and consistent practice. Staff said rotas were reliable and shared in advance. We observed clear handovers where staff spoke up confidently, checked key details and ensured care was delivered as planned. Staff reported having the policies, procedures and training they needed, and survey feedback confirmed that people's changing needs were responded to promptly and that people, and their representatives, were actively involved in planning.

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

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