

Outreach Respite, Eilean Siar Support Service

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Type of inspection:
Unannounced

Completed on:
17 March 2026

Service provided by:
Action for Children

Service provider number:
SP2003002604

Service no:
CS2013322778

About the service

Outreach Respite, Eilean Siar is a registered support service provided by Action for Children. The service is registered to provide support to children, young people and young adults up to the age of 30 years who have additional support needs.

The key aim of the service is to provide a comprehensive, flexible and responsive support service for children and their families. The service operates with a team manager and a small team of staff.

The service is based in Stornoway and is centrally located. The premises have a large social space and a small sensory room. The building is maintained to a good standard.

About the inspection

This was an unannounced inspection which was carried out by one inspector from the Care Inspectorate. The inspector visited on 4 March between 12:00 and 19:00 and 5 March 2026 between 10:00 and 12:45.

To prepare for the inspection, we reviewed information about this service. This included registration information. We also reviewed information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluations we:

- met one young person
- spoke to four family members
- spoke to five members of staff and management
- spoke to one representative from social services
- reviewed survey responses from family and staff
- observed practice
- reviewed key documents.

Key messages

- Children, young people and young adults received responsive and individualised care.
- There was a strong focus on meaningful, trusting and enduring relationships with children, young people and their families.
- Staff were warm, respectful, empathetic and prioritised people's dignity and care.
- Staffing arrangements worked well to promote consistency and ensure support met the needs of people using the service.
- The management and staff team had developed a supportive culture which prioritised people's care and support.

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, where significant strengths were identified in supporting positive outcomes for children, young people and young adults.

Observations and feedback from family, stakeholders and staff indicated that children, young people and young adults felt safe and were well cared for. Staff had an understanding of keeping people physically safe and this was reflected in risk assessments. Staff had an understanding of child protection, adult protection and whistleblowing procedures.

Staff understood their role, and children, young people and young adults received responsive and individualised care. One family member commented: "The standard of care and [staff's] efforts to make sure [my child] is not only safe, but having fun, is second to none."

There was a strong focus on meaningful, trusting and enduring relationships with children, young people, young adults and their families. This was underpinned by the staff's approach which was warm, respectful and empathetic. All staff knew the young people well and people's care and dignity were a priority.

People using the service were supported to access activities, outings, develop new skills, socialise, gain independence and have fun. This included listening to music, visiting the library, individualised activity boxes or using the sensory room.

Children, young people and their families were fully involved, where possible, in making decisions about their physical and emotional wellbeing. This was reflected in care planning documents and ongoing feedback from families. The service recognised when the needs of the person using the service changed and provided responsive support.

The staff had an understanding of rights-based practice and an awareness of The Promise and trauma-informed care. It was pleasing that this was an ongoing area of development within the service and we look forward to seeing the impact of this at future inspections.

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

We evaluated this key question as very good, where significant strengths were identified in supporting positive outcomes for children, young people and young adults.

Staffing arrangements were subject to assessment and ongoing feedback was sought from families and staff. This meant that people who used the service were matched with the right staff with the correct skills and training. Staffing arrangements worked well to promote consistency and ensure support met the needs of people using the service.

All staff spoke about the importance of relational-based practice and an approach to care which was underpinned by trust, empathy and understanding. High staff retention supported people who used the service and their families to have access to consistent staff support. We found this led to meaningful and enduring relationships.

Safe recruitment and induction processes were in place. The team had access to development opportunities including training, team meetings and supervision to ensure that the team remained skilled.

There were good working relationships within the team and clear communication between families and staff. This meant there were ongoing opportunities for staff to review how care was planned and delivered.

The management and staff team had developed a supportive culture which prioritised care and support.

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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