

Eilean Dubh Support Services Support Service

Glentire
Culbokie
IV7 8JH

Telephone: 07830 374515

Type of inspection:
Announced (short notice)

Completed on:
16 March 2026

Service provided by:
R & B Solutions Limited

Service provider number:
SP2020013609

Service no:
CS2025000001

About the service

Eilean Dubh Support Services is provided to children, adults and older adults with learning disabilities and associated conditions in their home and in the community. This was the first inspection of the service following its registration.

About the inspection

This was an unannounced inspection which took place between 9 and 16 March 2026. This was the first inspection of the service since it had registered. There were eight people receiving a service at the time of the inspection. One inspector from the Care Inspectorate carried out the inspection.

To prepare for the inspection, we reviewed information about this service. This included registration information and information submitted by the service and provider records.

In making our evaluations of the service we:

- visited two people receiving a service in their homes;
- spoke with three guardians;
- considered returned questionnaires ;
- spoke with staff and management;
- observed practice; and
- reviewed documents.

Key messages

Parents were reassured that staff looked after their loved ones to a good standard when attending the service.

People were happy with the care and support provided.

Staff were kind and caring.

Medication needed to be administered in line with good practice guidance.

There needed to be more robust quality assurance systems.

Care plans had to contain more detailed information on how best to support the person.

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?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We have evaluated this key question as good. An evaluation of good means there are a number of important strengths which, taken together, clearly outweigh areas for improvement.

People enjoyed coming to the Haven for respite. Parents were reassured their loved ones were being well cared for when they were away from home. People had grown in confidence and learnt new skills through the activities staff supported them with. Staff were kind and caring when supporting people.

Guardians were reassured that staff knew their loved ones well enough to identify when there were changes to their health. Staff contacted them if there were changes to their loved ones' health. They felt that their loved ones were safe and well cared for when attending the service. Some of the comments from people we spoke with were:

"If staff have queries they phone and ask for advice. My relative is safe and the staff know how to manage his health."

"The staff understand my relative's needs. This is important as he has a specific diet and routines that need to be followed. I feel confident the staff look after my relative when he is away from home."

"The staff are really good at promoting my relative's independence. He gets supervision and encouragement to become involved in activities. This helps him become more confident."

Parents were confident that staff had the right training and were competent when administering medication. Medication records were not being completed in line with good practice guidance. This meant it was difficult to identify potential medication errors. The provider was very responsive and had already sent new guidance to staff prior to us concluding the inspection.

To ensure medication is administered safely we will make an area for improvement and follow this up at the next inspection (see area for improvement 1).

Areas for improvement

1. Staff should follow the provider's updated medication policy. Particular attention should be given to signing medication in and out and consistently recording when medication has been administered.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

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

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

How good is our leadership?**4 - Good**

We have evaluated this key question as good. An evaluation of good means there are a number of important strengths which, taken together, clearly outweigh areas for improvement.

The provider's current systems provide sufficient assurances that people are receiving a good level of care and support. Current quality systems included:

- regular reviews;
- staff supervision;
- team meetings; and
- regular communication with parents and relevant others.

There had been no complaints or concerns since the service had opened. Parents told us they would feel confident raising concerns and that the manager would respond appropriately and listen to them.

Moving forward the provider has employed a senior member of staff to focus on expanding the service. Part of their role will be to evaluate the service and work to a service improvement plan. Self evaluation is really important, as it allows the provider to formally check people are benefiting from a person centred service that is right for them. To keep this in focus we will make an area for improvement (see area for improvement 1).

Areas for improvement

1. To ensure person centred care and support remains of a good standard, the provider should undertake a process of self evaluation. This should include views of all stakeholders, resulting in a service improvement plan that is reviewed regularly.

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 based on relevant evidence, guidance and best practice.' (HSCS 4.11); and

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

How good is our staff team?

4 - Good

We have evaluated this key question as good. An evaluation of good means there are a number of important strengths which, taken together, clearly outweigh areas for improvement.

Currently people attending the service were supported on a 1:1 basis, this included overnight care. Staff were given time to get to know people before they started to support them. This allowed relationships and trust to be established. We observed this when we visited people in their homes. People looked to staff for guidance and staff were reassuring and encouraging. This helped people feel relaxed when we were speaking with them.

Guardians told us staff were kind and caring when supporting their loved ones. They felt staff had had the right training to ensure they were competent and confident at their jobs. Formal processes also meant staff had undertaken core training and had opportunities to reflect on their practice. It was apparent people received good quality care in a person centred manner.

At times, care and support had to be cancelled at short notice when a worker was unwell or unable to attend their shift. We suggested that, when supporting new people, the provider consider assigning two staff members who both become familiar with the person's routines and needs. This would help reduce the likelihood of last minute cancellations. Some of the comments from people we spoke with were:

"When respite is cancelled at short notice this is difficult as there are no other options available."

"The staff are competent at their jobs."

"My loved one has fun with the staff and a good relationship with them."

How well is our care and support planned?

3 - Adequate

We evaluated this key question as adequate, where strengths, while important, only just outweighed weaknesses.

Although everyone had a care plan and recent reviews, some plans did not include enough detail to ensure care was always safe and consistent. This is particularly important when staff who are less familiar with the person are providing support.

We advised the provider to increase their oversight of care planning. This should include more face to face meetings with people and their guardians during the development and review of care plans. This approach will help ensure that each person's rights, wishes, and choices remain central to decisions about their ongoing care and support (see requirement 1).

Requirements

1. By 15 June 2026, people's physical, emotional, social and psychological needs must be met. The provider must ensure:

- a) each person has a written plan which sets out how their holistic needs should be met, this should include appropriate risk assessments; and
- b) there must be effective arrangements in place to ensure the plan is regularly reviewed, updated and staff are responsive to the person's changing or unmet needs.

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 states that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS1.15); and
'I am fully involved in developing and reviewing my personal plan, which is always available to me.' (HSCS 2.17).

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	4 - Good
2.1 Vision and values positively inform practice	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?	3 - Adequate
5.1 Assessment and personal planning reflects people's outcomes and wishes	3 - Adequate

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