

Quarriers Village Supported Living Service Phase 2 Housing Support Service

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Unannounced

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Quarriers

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About the service

Quarriers Village Supported Living Service Phase 2 is a combined housing support and care at home service. It provides support to adults with learning disabilities in Quarriers Village, near Bridge of Weir.

Some of the people who use the service also have physical disabilities and on-going health conditions such as epilepsy. People are supported in their own tenancies within the community. The level and type of support is individually tailored to meet people's needs.

The majority of people have their own independent flats, and a number of people share accommodation.

There were 16 people using the service during the inspection.

About the inspection

This was an unannounced inspection which took place on 10, 11, 12 and 16 March 2026 between 10:30 to 16:10. 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 12 people using the service
- spoke with 13 staff and management
- observed practice and daily life
- reviewed documents

Reviewed 27 responses to Care Inspectorate questionnaires.

Key messages

- Staff used their knowledge of people supported to provide very good person centred care
- People were supported to take part in a wide range of activities
- Interactions between staff and people supported were observed to be warm and respectful
- The staffing model promoted consistency and supported very good outcomes for people supported.

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 people, therefore we evaluated this key question as very good.

People consistently described feeling respected. During our visits, we observed warm and genuinely respectful interactions between staff and the people they supported. Staff were attentive, present, and focused, demonstrating a strong understanding of individuals' needs, preferences, and personalities. This knowledge enabled staff to deliver very good, person centred support.

People were well presented and dressed in ways that reflected their personal preferences and identities. Their homes were personalised, comfortable, and maintained to a high standard. People told us they were involved in choosing items for their home and took pride in their surroundings. One person shared, "I went to Tesco and bought my new microwave and kettle." There was a strong sense of community, supported through communal events and activities that helped people remain connected and engaged.

Staff knew people's routines, communication styles, and health needs well and adapted support to maximise choice, independence, and autonomy. Support was provided within an ethos of positive risktaking, with a clear emphasis on recognising people's abilities rather than focusing on limitations. We observed people taking part in activities that were meaningful to them, such as ziplining and canoeing. Important relationships were understood and actively supported; as one person told us, "I sent flowers to my mum for Mother's Day. They are red and white." These approaches contributed to people's overall wellbeing.

Support plans were clear, accessible, and contained detailed guidance on complex health needs and included information on when staff should escalate concerns to external health professionals. This supported timely, safe responses to any deterioration in health. Staff were required to complete all identified training relevant to individuals' needs before providing support, ensuring that people were cared for by staff with the appropriate knowledge and skills.

Medication management had robust protocols and checks in place. The guidance for as required medication was clear and promoted safe practice. The management team had introduced targeted learning in response to medication errors, including a combination of e learning, classroom refreshers, and structured observations of practice. These measures strengthened oversight, reduced risk, and supported safe and consistent practice.

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 people, therefore we evaluated this key question as very good.

The services had established a structured and systematic quality assurance routine that provided regular oversight of practice across the different parts of the service.

Managers used a colour coded service action plan to track progress on improvements. Actions were divided by house area and categories enabling the management team to monitor what was complete, in progress, or requiring escalation. These processes demonstrated strong managerial insight and a proactive approach to continuous improvement.

The service used a wide range of digital governance tools. Incidents were logged promptly, automatically notifying managers and corporate teams. This meant that the leadership team had real time oversight of events and could respond quickly to any emerging risks. Staff were clear about when to escalate concerns, and the service demonstrated good compliance with regulatory notifications.

The use of incident analysis, performance monitoring and staff training contributed to a steady strengthening of practice. People could feel confident that the service responded appropriately when things went wrong and used learning to prevent recurrence.

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 people, therefore we evaluated this key question as very good.

Staffing models were designed to prioritise continuity of care, with small, consistent teams allocated to each house. Flexible rota arrangements enabled staff to support longer community based activities that were meaningful to people. Staff described a strong team ethos and reported that outcomes for people had improved since the recent changes within the bungalows. Staff told us "The service is great , we look after all people we support to help them live as normal a life as they possibly can regardless of disabilities." People's experiences such as increased access to their local community, holidays, and individually tailored daily routines demonstrated how the staff deployment directly contributed to enhanced wellbeing.

The safer staffing assessment for people supported provides clear information on each person's needs, their required staffing levels, and individual specific training. This supported informed deployment decisions. On call arrangements and management presence at weekends ensured accessible leadership and oversight. The service's use of agency staff was minimal due to the availability of a redeployment pool, and driver requirements were considered where geographical factors are relevant. These measures reduce disruption and promote familiarity and stability for people.

Recruitment and safer staffing processes were well established. Supervision and direct observations of practice took place regularly. Staff demonstrated pride in their roles, high levels of job satisfaction, and an in depth knowledge of the people they supported and told us "There is a great deal of genuine affection between the people we support and the team, many of whom have known the people we support for many years. That's very special to see. It's far more than a job to us all."

Mandatory training compliance was strong. Autism training was nearing completion with a clear plan for the remaining cohort. Medication training had been strengthened in response to recent errors .These actions contributed to improved staff competence and confidence in delivering care.

Staff described the management team as approachable and supportive. The allocation of administrative hours to specific roles provided flexibility and helped maintain a high standard of documentation across the service.

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 people, therefore we evaluated this key question as very good.

Personal plans sampled were person centred and easy to navigate. They combined life story information and preferences with clear clinical guidance and risk enablement. Plans incorporated everyday details alongside complex health and medication information. Reviews occurred monthly with visible action logs. Risk assessments were proportionate and promoted independence and new experiences. This level of clarity supported consistent practice, including for relief or redeployed staff and leads to very good outcomes for people.

Personal Plans included health conditions and medications in plain language and clearly directed staff as to when advice was required from other professionals. Future care planning was present in line with peoples wishes . The plans contained photographs that helped staff and new team members to know the person. This improved continuity and assisted staff to support people in accordance with their needs and wishes.

People and staff reported regular review conversations, with monthly updates feeding into care plan updates. This ensured that the plans stayed relevant and up to date. There was a strong sense of who the person is throughout the support plan with relevant history and important relationships included.

Peoples health conditions were clearly and comprehensively explained along with strategies to support people. Staff were guided towards behaviours and what these behaviours were communicating as well as actions required. This helped to facilitate consistency and build relationships with people supported.

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 ensure that people benefit from fully trained staff at all times, the provider should ensure that staff are trained, knowledgeable and competent in person specific training, including autism practice.

This area for improvement was made on 4 February 2025.

Action taken since then

There are only a small number of staff still to complete the autism training and the service has introduced a bespoke training course as mandatory training for all support staff. Staff are required to complete all identified training relevant to individuals' needs before providing support.

This area for improvement is met

Previous area for improvement 2

Future care and support planning should be carried out in a collaborative manner, ensuring that all involved are given a formal platform to contribute and shape the plan in partnership with staff. Additionally, staff should be more actively involved in developing and updating care plans to better reflect the individual needs and preferences of those receiving support.

This area for improvement was made on 4 February 2025.

Action taken since then

The service had introduced monthly review meetings with people supported and their support staff . This reviewed all aspects of support provided including wellbeing and activities and feeds into support planning. This also allowed staff to reflect on the previous month, review notes and capture feedback from people who are unable to verbally indicate their wishes.

This area for improvement is met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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?	5 - Very Good
2.2 Quality assurance and improvement is led well	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
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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