

ELCAP Housing Support Housing Support Service

Suite 1, Hercules House
Eskmills
Musselburgh
EH21 7PQ

Telephone: 01875814114

Type of inspection:
Announced (short notice)

Completed on:
3 April 2026

Service provided by:
ELCAP

Service provider number:
SP2003002592

Service no:
CS2004082814

About the service

ELCAP is registered to provide a housing support and care at home service to people with a learning disability, older people, people with acquired brain injury, people who have a physical or sensory impairment, people with mental health problems and people with drug and alcohol misuse problems. The provider is ELCAP.

At the time of the inspection 134 people living in East and Mid Lothian were using the service.

About the inspection

This was a (short notice) announced inspection which took place between Wednesday 18 March and Thursday 2 April 2026. We gave feedback on Friday 19 March and on Friday 3 April 2026. The inspection was carried out by an inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- observed eight people being supported in their homes and reviewed two feedback questionnaires from people who were supported
- spoke with two family members and reviewed 14 feedback questionnaires
- spoke with ten staff, met with the leadership team and the chief executive office
- reviewed documents in connection with people's care and support
- reviewed documents relating to staffing and the management of the service.

Key messages

- People experienced warm and friendly care and support from staff who knew them well.
- Staff were skilled at interpreting people's communication.
- People were supported to maintain skills, enjoy their hobbies and friendships, and try new activities.
- Staff benefitted from an organisational culture of continual learning.
- Improvements to management oversight were needed to ensure people experience consistency 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?	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 evaluated the performance of the service under this key question as very good. We found significant strengths in aspects of the care and support provided and how these supported positive outcomes.

People experienced kind, generous and thoughtful interactions with staff who they knew well. Communication between people who were supported and staff was always respectful. It was clear that staff had built trusting and meaningful relationships with people and their families. We saw that people were at ease in the company of staff and responded positively to their support, guidance and conversations. Staff often supported people to expand their horizons and advocated on their behalf so that they could experience a full life. Everyone worked well together to identify and achieve positive outcomes for people. This meant that people were supported to enhance skills and gain independence, including moving from their family home to shared living.

A person who was supported told us: "The staff who care for me are cheerful, friendly, supportive, always willing to go the extra mile. I am very grateful for the high level of care I receive from ELCAP."

People were supported to attend to general health appointments and maintain a healthy lifestyle. There was also good attention to their specific health care needs and long term conditions. Staff implemented good infection prevention and control practice when supported people with their personal care. Some people would benefit from better support to keep their homes clean. Staff recognised when a person they supported was unwell and sought appropriate medical advice for them when required. There was evidence of positive working relationships with other professionals. This meant that staff had the guidance and knowledge they needed to support individual's particular and changing health needs.

A visiting professional commented: "Requests around changes to patient care have been listened to and the team have started to be pro active."

People's medication was well organised and recorded. We saw that staff undertook an audit of each person's medication weekly. This meant that people could be confident that their medication was managed safely. Equally, good arrangements were in place to support people with their finances. This ensured that their interests were protected.

Staff had a good understanding of the need to balance people's choice and wishes with their need for protection. Where they were concerned about people's wellbeing staff shared this with their line managers appropriately. This led to protection referrals being made and the Care Inspectorate being notified at the right time.

A relative commented: "Everyone is kind and respectful to my relative. Encouraging him to be more independent. A fantastic service."

Family members felt involved in people's lives. They took an active part in support planning, review meetings, and were kept informed of their relative's wellbeing. Family members appreciated the level of communication and felt reassured that their relative was well supported.

A family member was reassured that "Our relative will be looked after well in the future."

How good is our leadership?

4 - Good

We evaluated the performance of the service under this key question as good. We found several strengths regarding the leadership and how this supported positive outcomes.

Since the last inspection there have been positive changes to the service's organisational structure. This meant that the leadership team now included additional registered managers, operational managers, a quality assurance officer, and the new role of locality lead. Locality leads were support staff who supported people, as well as undertook tasks to support the leadership team. This meant that everyone's workload was more manageable than previously. Staff and the leadership team were positive about these changes and their impact on strengthening leadership and accountability.

The leadership team had embraced the opportunity to work with an external consultant to enhance their skills. This investment helped them to support the staff team and people they support. The leadership team was highly motivated. They, and the staff team, spoke positively about the learning culture within the organisation.

Line managers had a good overview of staff training. This included a wide range of topics pertinent to the role. They had good plans to ensure that staff would benefit from supervision, team meetings and practice observations for the year ahead. They acknowledged that due to staff absences this had been less successful in the previous year. This means that people can be confident that they are supported by staff with the right skills, knowledge and experience for their role.

A family member told us: "I have grown to trust and respect the registered manager who has guided the team and ensured a stable transition for my relative's team, who moved with them from their previous provider to ELCAP. The team also deserves credit for coping with new ways of doing things through ELCAP whilst keeping my relative's care stable"

Where people experienced accidents and incidents, these were well recorded, then collated and analysed by the leadership team. This meant that they identified trends and learning. Systems were also in place to audit how medication and finances were managed in people's homes. We saw that any concerns arising from audits were discussed at leadership team meetings. And that actions were put in place to support staff to improve practice. The leadership team were hopeful that the introduction of the on line recording system will simplify quality assurance exercises that were currently undertaken manually. It was anticipated that this will formalise and strengthen some aspects of quality assurance, for instance staff deployment, medication, financial transactions and support planning. There was excitement amongst the leadership and staff team about the positive impact the on line recording system would have on the involvement of people's families.

Members of the leadership team told us they worked closely together to ensure good accountability about people and staff wellbeing. They did this during informal conversations, and more formally during leadership team meetings.

During the course of the inspection there was evidence that improvements to some areas of practice had not been identified during routine quality assurance activity and managerial oversight. These were attended to following our discussions with the leadership team. We discussed the need to establish clear expectations for staff in relation to supporting people to live in a clean and homely environment, the recording of medication, and support planning. The need to review all documents before they are moved to the on line recording system gives an opportunity to address this.

The leadership team demonstrated a strong commitment to learning and continuing to ensure that people receive a the service reflects the organisation's values. There were good opportunities for people and their families to share their views on the service. And the leadership team were effective in keeping people and their families informed of staff changes, and people and staff achievements.

How good is our staff team?

5 - Very Good

We evaluated the performance of the service under this key question as very good. We found significant strengths in the staff team and how this supported positive outcomes.

The leadership team made very good efforts to ensure that people were supported by staff who suited their personality and support needs. This was achieved by taking people's support needs into account when recruiting new staff. And by involving staff who knew the person well in the recruitment process. New staff spoke positively about the pace of induction, shadow shifts and the opportunities to familiarise themselves with their role and the people they were supporting. This helped both parties gain confidence and trust in each other. We saw that where a new member of staff needed additional support in their role, they received this.

A relative told us: "My relative receives care and the staff are very good. They will keep me updated with what's going on. Both staff who come to my relative are fantastic with them, they have come on very well with the staff that come to help. I can honestly say the staff have worked well with my relative."

People were mostly supported by small staff teams who knew the person well, and over a number of years. They worked closely together and used a variety of communication methods effectively to share pertinent information about people's wellbeing. This included closed wats app groups, email communication, paper diaries, handover time and team meetings. Staff were looking forward to the introduction of the on line recording system which would streamline and improve communication further.

A family member commented: "My overall view of the service and support my relative receives from ELCAP is that is excellent. There are a couple of staff who have been supporting him over many years and they really understand his needs."

The new role of locality lead was a positive introduction. This gave some staff the opportunity to build on their skills and experience and added to their professional development. They felt well supported and had received induction and helpful guidance to assist them in their role. This included guidance to support them to undertake supervision and practice observations with their peers. This enhanced the support available to the support team.

Staff were encouraged to reflect on their practice during supervision and observed practice. We found that staff were enthusiastic about their opportunities to learn and develop within their role. Staff felt well supported by their peers and the leadership team. They knew who to speak to about any concerns. This gave them confidence in their role.

How well is our care and support planned?**5 - Very Good**

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

People and their family were involved in developing and reviewing their support plans. These contained pertinent guidance to assist staff to support people in all aspects of their daily lives. This included personal care, medication, meals, friendships, pursuing interests, in the way that suited their preferences and met their care needs. There was very good information about each person, including insights into what was important to them and their personality. The language used throughout support plans was strength based and respectful.

Risk assessment were highly individualised and addressed a wide range of situations and activities that might put the person and others at risk. There were clear suggestions of what needed to be put in place to reduce risk and enable the person to be as independent as possible. This meant that people were taking part in activities at home and in the community in a safe manner. This reflected the organisation's aim of enabling people to have a full life.

A family member told us: "As parents we really appreciate the support they (ELCAP staff) give to our relative and the experiences and opportunities that they give them, we work as a whole team with their support workers."

Support plans contained extremely detailed information about people's communication needs. This included how people's gestures and behaviours should be interpreted. How people expressed being in pain was also described well. We discussed the benefit of highlighting this important information so that it is easier to find. We saw that staff used their knowledge of people's communication effectively during their interactions with them. This meant that they could understand people's needs and wishes very well and that relationships were meaningful.

Staff had regular contact with family members, this was during ad hoc communication and review meetings. This gave opportunities to review people's support plans, ensuring that the information available to staff was current.

Some support plans were more detailed than others. The move of information to the new on line recording system will be an opportunity to ensure that support plans are more consistent across the service. It will also mean that support plans are more readily available to people's family and the wider staff team.

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
2.3 Leaders collaborate to support people	5 - Very Good
2.4 Staff are 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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.