

Quarriers Family Support Service Support Service

Grierson House
The Crichton
Bankend Road
Dumfries
DG1 4ZE

Telephone: 01387 249 888

Type of inspection:
Unannounced

Completed on:
17 April 2026

Service provided by:
Quarriers

Service provider number:
SP2003000264

Service no:
CS2013318679

About the service

Quarriers Family Support Service is registered to provide an authority-wide support service to children, young people and adults with disabilities. The service offers support for families affected by disability, providing respite and practical support to parents, children, young people who are supported at home or in their local communities. The service can be accessed by referral from social services, or self-referral through personalised budgets or self-directed support.

The service comprises of two staff teams, 'East', based in Dumfries and 'West,' based in Stranraer. The provider has staff bases in both Dumfries and Stranraer, each with its own activity space where children and young people can participate in activities individually or as part of a group.

About the inspection

This was an unannounced which took place between 15 to 17 April 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:

- met with three people using the service
- spoke with four of their family members
- spoke with nine staff and management from across the two teams
- observed practice and daily life
- reviewed documents
- reviewed survey responses from families, staff and external professionals

Key messages

- Children, young people, and adults benefit from highly individualised support that is tailored to their specific needs and wishes.
- Young people benefit from a well trained and confident staff team who use their skills effectively to build confidence and support them to reach their goals.
- The service should ensure that all young people have high quality, individualised risk assessments in place, which are regularly reviewed.
- Quality assurance processes have not always been effective; however this was recognised by the external manager and provider in 2025. Since then, robust improvements have resulted in significant progress.
- The service needs to take a more consistent approach to notifying the Care Inspectorate of significant events.

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

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 evaluated this key question as good where several strengths has a positive impact on outcomes for children, young people and adults and clearly outweighed areas for improvement.

Children, young people and their families benefited from highly individualised and tailored support based on their needs, interests and wishes. This was evident in the wide range of support provided, including attending community groups, developing independence skills and spending time engaging in favourite activities. One parent told us 'My son gets to go out in the community and do things he enjoys'.

Supported people and their families felt effectively involved in support planning. Support was provided at times that best enabled young people to maintain their interests and work towards their goals. Plans had the capacity to evolve over time in line with people's aspirations. The service had recognised the need to strengthen practice around identifying and formally reviewing outcomes for young people, and some progress had already been made. This will be reviewed again at the next inspection.

Young people benefited from support delivered by a well trained and supported staff team, who used their knowledge and skills to support people to achieve their personal goals. One parent told us 'It has been a lifeline for us. They are so flexible and the whole family is cared for'. However, for some families, continuity of support has been affected by changes in the staff team.

Supported people felt safe and secure with their support workers. The service took time to build trust, and staff were consistent and dependable in their approach. All staff had received appropriate training in child and adult protection although some were overdue refresher training. Staff were confident about their responsibilities for sharing concerns about young people, both within the service or in the wider community.

We noted that in the past year the service has not always followed best practice when there have been changes in young people's needs, and in some instances risks or incidents have not been adequately recorded or considered. However we were pleased to see that incident recording and analysis has improved in recent months as a new leadership team has been in place.

The service has good quality person centred plans in place, however these were not always supported by high quality holistic risk assessments or behaviour support plans. The need to strengthen practice in this area is acknowledged in the service's development plan, which is reassuring. Given the importance of high quality risk assessments informing support plans, an area of improvement will be made relation to risk assessment (Area for improvement 1).

Areas for improvement

1. To ensure the safety and wellbeing of supported people, their families and staff, robust holistic risk assessments should be in place for all supported people. These should be reviewed regularly and inform planning.

This is to ensure 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).

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

We evaluated this key question as good where several strengths had a positive impact on outcomes for children, young people and adults and these clearly outweighed the identified areas for improvement.

The service had some effective systems in place to evaluate people's experiences, including recently reintroduced surveys and service involvement with multi-agency reviews of support. While the service has plans to strengthen outcomes monitoring, which is welcomed and encouraged, the processes currently in place have ensured that young people's changing needs and wishes remain central to support planning.

Although the provider has a comprehensive quality assurance programme in place, quality assurance practices within this service have not always been effective. This was identified by the service's new external manager in 2025 and led to a robust improvement response involving Quarriers leadership and the newly appointed registered manager. A detailed action plan was introduced in the Summer of 2025 and has evolved over the past 10 months as progress has been made.

At the time of this inspection there were robust quality assurance systems and a focused, dynamic improvement plan in place. There was clear capacity and skill within the current leadership of the service to continue to drive forward improvements, and the provider continued to effectively support these improvement activities. We look forward to reviewing the progress of the improvement plan at the next inspection.

The service has a clear and transparent concerns and complaints policy in place, which families are aware of and trusted. Families told us that they felt very confident providing feedback or raising concerns and felt that they were listened to and responded to appropriately. When concerns or complaints had been raised about any aspect of service delivery, the service responded robustly and transparently, and openly shared when lessons had been learned and actions taken to improve experiences.

The service needs to take a more consistent approach to notifying the Care Inspectorate of significant incidents, including allegations of misconduct or protection concerns. There will be an area for improvement made in relation to this (Area for improvement 1).

Areas for improvement

1. To safeguard and promote supported people's welfare, the service should that relevant incidents are notified to the Care Inspectorate in a consistent and timely manner, and should comply with the Care Inspectorate's Notification Guidance.

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

'My care and support is provided in a planned a safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

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
1.2 People get the most out of life	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - 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.