

Abbeyfield Strathaven & District Society Ltd Housing Support Service

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Type of inspection:
Unannounced

Completed on:
16 May 2025

Service provided by:
Abbeyfield Strathaven & District
Society Ltd

Service provider number:
SP2004005750

Service no:
CS2004066246

About the service

Abbeyfield Strathaven and District Society Ltd is registered to provide a combined service (Care at Home and Housing Support) to 14 older people within a sheltered housing complex in Strathaven.

The service is situated in a quiet residential area of Strathaven, South Lanarkshire, and is within walking distance to local shops, amenities, and public transport links.

The building is divided into 14 single occupancy, self-contained apartments. At the time of the inspection, there were 13 people living in the complex.

There are communal bathing facilities, a laundry, as well as a communal lounge and dining room for people to use.

About the inspection

This was an unannounced inspection which took place on 14, 15 and 16 May 2025. 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 to and observed 13 people living in the service
- spoke with seven staff and management
- spoke with four relatives
- observed practice and observed daily life
- reviewed documents and evidence.

Key messages

- Care and support were person-centred, proactive, and respectful, contributing to strong physical and emotional outcomes.
- Staff had a deep understanding of people experiencing care, tailoring care to personal needs and preferences.
- The service fostered a warm, welcoming environment, creating a strong sense of emotional safety and community.
- Open and transparent communication with families built trust and reassurance.
- Staff advocated effectively for individuals, ensuring they received the right support at the right time.
- People benefitted from nutritious meals and social mealtimes, enhancing both health and emotional wellbeing.
- Personal plans were individualised and regularly reviewed, promoting engagement and wellbeing.
- A strengths-based approach supported independence, dignity, and confidence.
- Robust recruitment, training, and supervision processes, ensured a skilled and stable workforce.

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 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.

Care and support was consistently person-centred, proactive, and respectful. There was clear evidence that people benefitted both physically and emotionally from the service's approach. Staff knew the individuals they supported very well and used that knowledge to deliver care tailored to their needs and preferences. One family member told us, "They are so attentive to even small changes and do something about it to make sure that doesn't become something more serious." This responsiveness helped prevent deterioration and contributed to positive health outcomes.

A key strength of the service was the sense of community and emotional safety it created. Families described the environment as warm and welcoming. One relative shared, "I feel happy and relieved that my mother is in such a caring environment." This atmosphere contributed significantly to people's emotional wellbeing and sense of security.

Communication with families was open and effective, contributing to trust and reassurance. One family member said, "If there has ever been any concerns, they contact us straight away." This reflects a culture of professionalism and transparency that reassured families and reinforced confidence in the quality of care being provided.

The service demonstrated a proactive approach to advocacy. One relative described how staff advocated for their family member to access a care package that was more aligned with their needs. This collaboration with external professionals ensured people received the right support, at the right time.

People experienced care that supported both physical and emotional wellbeing. Meals were described as nutritious and enjoyable, with dietary needs being met thoughtfully. One family member remarked, "My dad always looks so healthy, and it's clear they look after him well." Mealtimes were also opportunities for social interaction, where we observed friendly conversation and shared laughter, important for reducing loneliness and maintaining emotional health.

People had access to a varied programme of activities, including exercise, entertainment, and visits from local school children. These experiences supported mental stimulation and social connection. While some people expressed a desire for more variety, the management team had acknowledged this and shared plans to expand the programme. We also discussed ways to better evidence the positive impact of these experiences on wellbeing, which the team plans to include in their ongoing improvement work.

Personal plans were regularly reviewed and reflected both health needs and personal preferences. For example, one person received adapted communication support following a stroke, which improved engagement and reduced frustration. This demonstrated how thoughtful, individualised approaches could enhance people's daily life and emotional wellbeing.

The service promoted independence through a strengths-based approach, encouraging people to maintain their abilities. This helped reinforce dignity, build confidence, and support overall wellbeing.

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

We found significant strengths in the care provided, and how these supported positive outcomes for people, and we evaluated this key question as very good.

Staff were highly motivated, well supported, and worked effectively as a cohesive, values-led team. Their collective commitment and collaboration directly enhanced the experience and outcomes for people using the service. A consistent theme throughout the inspection was the strength of the team dynamic, and the emotional investment staff had in their roles. One team member told us, "We are like a big family here." Another added, "It doesn't feel like I'm coming to work." This feedback highlighted the warm, inclusive culture that underpinned the service and fostered emotional safety, morale, and a sense of belonging.

Staff consistently spoke of feeling supported by approachable, responsive, and caring managers. One staff member told us, "The manager is so supportive and helps us when they can - it makes me want to go above and beyond." Another added, "I've never worked in a place where it seems like everyone is pulling in the same direction." These consistent, positive views reflected strong leadership that promoted trust, stability, and a shared sense of purpose.

People using the service gave similarly positive feedback. One person repeatedly described staff as "caring and capable," highlighting the emotional reassurance and confidence they felt in the team. Another told us, "They make me feel safe." Family members also praised the service, with one saying, "They really take the time to get to know people, and that makes the world of difference." These accounts illustrate the impact of compassionate care that goes beyond tasks to build genuine, person-centred relationships.

The team benefitted from a structured and responsive approach to training and development. A clear training schedule ensured essential competencies were maintained, while a robust induction process helped new staff feel prepared and supported, particularly those new to care. This investment in learning and development built confidence and competence across the team.

Communication systems such as team meetings, group chats, and communication books ensured staff stayed informed and could respond consistently to people's changing needs. The rota was well-managed, with appropriate staffing levels to ensure safety and continuity.

Recruitment practices were safe, values-led, and focused on selecting individuals whose personal qualities aligned with the aims of the service. This resulted in a dependable team with low turnover, contributing to consistent care and positive relationships.

Supervision was regular, supportive, and provided good oversight of staff performance and development. We suggested that supervision records could be strengthened further by ensuring action plans are signed off and incorporating staff reflections, giving supervisees the opportunity to contribute to their own minutes.

Opportunities for staff progression were evident, with one staff member recently promoted to team leader, reflecting a culture that develops staff and supports career growth.

Staffing arrangements were effective and embedded in a strong culture of professionalism, care, and continuous improvement. The service demonstrated a clear commitment to maintaining high standards in both people development and the delivery of care.

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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