

Abbeyfield Strathaven & District Society Ltd Housing Support Service

Abbeyfield House
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Type of inspection:
Unannounced

Completed on:
27 May 2026

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 housing and support to 14 older people, one of whom may be provided with temporary accommodation, in one sheltered housing complex by one staff team.

The provider is Abbeyfield Strathaven and District Ltd.

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

About the inspection

This was an unannounced inspection that took place on 27 May 2026 between 09:30 and 16:30. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, details of registration and complaints, and information submitted by the service throughout the inspection year.

This was a core assurance inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. It is not a validation of previous evaluations, and no new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances; wellbeing; leadership; staffing; and planned care/support.

During this inspection, we confirmed that people continued to receive care that met their needs and protected their safety, wellbeing, and rights. We knew this because we:

- spent time with eight people using the service, three of which were in their own homes
- received feedback from three relatives, four staff and management
- reviewed survey responses. This included (eight staff and two people experiencing care)
- observed practice and daily life
- sampled relevant documents

Key messages

Legal Assurances

The service was operating in line with the conditions of their registration, and a range of policies and procedures were in place that promoted good outcomes for people. These gave assurance that the organisation was meeting its legal responsibilities. This meant that people could have confidence in the organisation providing their care and support.

Wellbeing

Adult support and protection policies and procedures were in place. Staff were trained and confident in their responsibilities which meant people could be assured concerns would be addressed promptly to safeguard their wellbeing.

The service demonstrated effective infection control arrangements. Staff were trained and applied good practice. As a result, people experienced a safer environment, supporting their health, wellbeing and overall outcomes.

Feedback was positive about care. One relative shared, "dad used to be on a downward spiral, he is now on an upward spiral" whilst another said, "the staff go above and beyond ... if it wasn't for the staff here, we would have lost him a long time ago".

People could be confident that staff who supported their medication were trained and followed good practice. Medicines were managed safely while also encouraging independence. This meant people experienced safe support with their medication, helping to protect their health and maintain their independence.

People were encouraged to stay connected to people important to them. There were opportunities for people to participate in social events and outings that reflected people's wishes. One person we spoke with told us, "I am encouraged to attend the ladies club each Wednesday" and another told us, "I enjoy the visiting musicians".

Leadership

The service benefitted from a leadership team who were approachable and supported quality care for people. Feedback from people, their relatives and staff was encouraged and used constructively to support improvement. This meant that people could be assured their views were taken into consideration which contributed to a culture of openness, learning and accountability to support service improvement.

Accidents and incidents were effectively recorded. Strengthening recording of actions taken in personal plans would further improve learning and outcomes for people.

The service had an improvement plan formulated on people's views and self-evaluation. The leadership team sought feedback from relatives and friends annually via questionnaires. Feedback from these questionnaires were positive with comments included "thank you for a brilliant service". This meant people could be confident their feedback would be listened to and taken into consideration.

Quality assurance systems were embedded and supported by a range of audits across key areas. Audit findings and actions were recorded which demonstrated a culture of improvement and therefore contributed to safer care and positive outcomes for people.

Staffing

The staff team were valued by people experiencing care. We observed kind and caring interactions between staff and people, and saw laughter, saw encouragement and inclusion being supported. Some comments we received included, "staff go above and beyond". This assured us that the staff team were caring and considerate in their practice.

Staff had regular group and one-to-one meetings to discuss their practice and wellbeing. A range of forums and surveys provided staff an opportunity to influence service development which gave them a sense of inclusion. This culture enhanced staff performance, ongoing learning and contributed to improved outcomes for people.

Staff benefitted from e-learning modules in key areas such as infection control, fire safety, medication and person-centred care. The leadership team had clear oversight of this and were able to evidence best practice guidance with colleagues to ensure training was delivered in practice.

Planned care and support

People's personal plans were in place and accessible within the service. Staff demonstrated a clear understanding of individuals' needs and preferences. Care was delivered in line with these wishes, reflecting a consistent person-centred approach. As a result, people could be confident that their care was tailored to what mattered to them, supporting their dignity, choice and overall wellbeing.

Six-monthly reviews were taking place and included people and, where appropriate, their relatives. This showed a clear commitment to involving people in decisions about their care. As a result, people could be confident their views were listened to and their support remained up to date, reflecting their changing needs and preferences.

Personal plans could be strengthened further to reflect good practice guidance such as the Care Inspectorate's 'guide for providers on personal planning - adults'. The service identified further improvement opportunities as they hoped personal plans would change from paper based to electronic based in the future.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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