

## Enhance Support & Care Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
17 July 2025

**Service provided by:**  
Enhance Support + Care LLP a limited  
liability partnership

**Service provider number:**  
SP2016012695

**Service no:**  
CS2016346359

## About the service

Enhance Support & Care provides support to adults with a learning disability, older adults and people with physical disabilities.

The service operates from an office in Peebles and supports people in and around the Peebles area.

At the time of this inspection the service was providing care and support to 40 people.

The service provider is Enhance Support & Care LLP a limited liability partnership.

## About the inspection

The inspection took place on 02 July 2025. We visited the office base in Peebles and met with supported people in their own homes.

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.

The inspection was carried out by one inspector from the Care Inspectorate. The visit was then followed by time examining evidence remotely.

In making our evaluations of the service we:

- spoke with people using the service and their relatives
- considered feedback from completed and returned MS Forms questionnaires from supported people, relatives, staff and health and social care professionals
- reviewed documents.

## Key messages

- Supported people experienced dignity, respect and compassion in how they were supported and cared for.
- Staff members knew people well and this promoted very good health and wellbeing outcomes.
- People were supported well with their medication.
- Personal plans sampled held very good information about the person's care and support needs.
- People could be confident staff were recruited safely with all pre-employment checks completed prior to the staff member starting employment.
- There were sufficient staff employed to meet the needs of supported people.
- People's health and wellbeing benefited very well from the care and support provided by staff.

## 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
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 and support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People experienced dignity, respect and compassion in how they were supported and cared for. Staff knew people well, what they liked and what was important to them. One professional stated the staff team were: "Caring and compassionate, whilst prompting peoples independence".

Supported people described having positive relationships with staff. Telling us staff were cheerful and spent time listening to them. One stated "carers chat with me about my day". Staff showed genuine interest which made people they supported feel valued and brightened up their day.

Staff members knew people well and this promoted very good health and wellbeing outcomes. Familiar staff were able to recognise if there were any changes to the person's health and wellbeing needs. Where concerns were identified referrals were made to appropriate professionals in a timely manner. Emergency services were called quickly, when needed. One professional stated: "This service is essential to those we work with, and the team go above and beyond to help their service users, highlight concerns etc".

Management worked well with other professionals to ensure the safety and wellbeing of supported people. One professional told us managers "are always trying to help in any way they can and have great communication with social work". There was very good communication with families and people's third party representatives. This positive collaborative working ensured best outcomes for people.

People were supported well with their medication. Risks were assessed to identify the level of support needed. There was information in the personal plans about the medication and what it was used for. Staff undertook appropriate medication training and their competencies with medication support were checked. We have advised medication competency checks, along with other competency observations, are undertaken more frequently as part of the service's quality assurance process.

To ensure people's health and wellbeing benefits from their care and support, staff received appropriate training. For example moving and assisting, adult protection, food hygiene, infection control, oral and catheter care. We have advised some additional training is sought to further consolidate staff's knowledge and skills.

People who received social support were actively encouraged to take part in their local community. The support they received was tailored to help them live independently, enabling them to make choices and engage in everyday activities. Emotional support was offered to reduce anxiety and build confidence in managing daily living.

Overall, people's health and wellbeing benefited very well from the care and support provided by staff - one supported person stated: "I don't know where I'd be without them - it means I can stay in my own home which makes such a difference".

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

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

People could be confident staff were recruited safely with all pre-employment checks completed prior to the staff member starting employment.

There were sufficient staff employed to meet the needs of supported people. New staff were introduced to the supported person and shadowed more experienced staff before they started providing care and support. To ensure consistency of care we have advised the allocation of visits is monitored and audited.

Rotas were planned well in advance. Efforts were made to maintain flexibility and adapt to last-minute changes, ensuring individual's needs were accommodated. For example rescheduling to support attendance at hospital appointments.

People had advanced knowledge of who would be visiting and when they would arrive. Punctuality was praised. One relative stated: "Carers are spot on - you could set your watch by them".

Staff felt they had enough time to care and support people without rushing. Supported people and their relatives also considered staff had sufficient time to undertake their assigned tasks, and when staff had time, they would stay and have a chat. People told us staff would always ask if there is anything else they would like them to do before they left.

Staff told us they felt supported by their managers who were responsive and available if they needed help. One stated: "Great supportive management and a great team who work together very well".

There were effective avenues for communication within the team. These ensured new information about supported people's care and support needs were communicated in a timely manner to all staff members.

Staff were supported individually on an ad hoc basis and at their one to one supervision meetings. Records showed meaningful discussions taking place at supervision meetings and staff reflecting on their practice. We have advised better recording of ad hoc discussions and to ensure all staff have regular formal one to one supervision meetings.

Supported people and relatives praised the staff team. One relative stated: "Superb, respectful and friendly team of carers".

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

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

Personal plans sampled held very good information about the person's care and support needs. Plans had person-centred information including people's daily routines, and people's preferences were incorporated into the various plans. Health needs were detailed in plans, including a description of any conditions and what it meant for the person.

For people supported to access the community there were appropriate plans in place which provided very good guidance for staff. Risk assessments were undertaken to assess associated risks and find ways to minimise those risks.

Where people were unable to make choices or decisions, supporting legal documentation was in place. We have advised where a guardianship order is in place the legal powers are recorded in the personal plan. This will ensure staff are clear about their responsibilities when supporting people with any decisions to be made or need support to make.

Supported people and their family representatives were fully involved in six month service reviews about their care and support. One professional stated: "Service users interests and views are listened and acted upon."

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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
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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