

Moving On Service Housing Support Service

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Type of inspection:
Unannounced

Completed on:
10 June 2025

Service provided by:
East Ayrshire Council

Service provider number:
SP2003000142

Service no:
CS2015337885

About the service

Moving On Service supports adults over 16 years with a learning disability and/or a mental health condition which may include drug and/or alcohol difficulties, or long-term medical conditions, living in their own homes and in the wider community. The provider is East Ayrshire Council.

The service is based in the Ayrshire town of Galston. The building houses a number of local services including a day centre. The service supports short term tenancy agreements for eight people to live in a safe and supportive environment, where they can be assisted to develop and learn a variety of daily living skills, that will ultimately enable them to move on to their own independent long term tenancy in the community.

The service also provides a community based team supporting people to Move On from the residential based service in Galston, and for those already living in their own tenancies in the south of the East Ayrshire Council area, to help them maintain their tenancies.

About the inspection

This was an unannounced which took place on 5 and 10 June. 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 with seven people using the service and three of their relatives
- Spoke with seven staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with two visiting professionals

Key messages

- Very good consistent team of staff with good knowledge and experience.
- Service continues to support people to live in the community helping them to maintain tenancies.
- Well organised and effective leadership and management of the service and the staff team.
- People and their relatives very happy with the quality of the service and in particular they praised the staff.
- Staff able to build up trust and respect with the people they support helping to establish supportive relationships.
- The service continuity has helped to keep people safe and supported in the community.
- People who have used this service, expressed their appreciation of this support and feel valued by it.

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

We met and spoke to several people being supported by the service in the residential setting and in their own tenancies in the community. People commented that they had built up confidence and trust in the service and support staff, that has helped them to move into their own tenancies and become part of the local community. We observed some very good interactions between staff and people they support. Relatives we spoke to were also very complimentary about the service and how valuable this was and the difference this service has made to the quality of life for the people they support.

We could see that the care planning documentation was completed with a strong person centred focus which helped to place the person at the centre of the planning process. People and their relatives were fully involved in the process of developing the content of the care planning documentation to ensure this was accurate and relevant to the person's needs.

The service had developed very good communication and support from the external medical and health professionals in working together to support the people's identified health care needs, by following treatment regimes and attending appointments when required. This helped to ensure that individual's physical, mental health needs were being addressed accordingly.

The service had a strong focus on developing the person and helping them to become part of the local community and ensure they feel valued and have a say in their lives. We noted that the support staff had developed considerable skills and knowledge in supporting people who exhibit stress and distress behaviours and other issues that require a consistent and competent standard of approach and care. The service have been successful in being able to place and then continue to support people in the community when they move on from their short stay placements.

This means there is a good consistent care and support package for the person and they have become familiar and confident in the care staff who support them, because they have trust in staff they have already developed good supportive relationships with.

How good is our leadership?

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.

We found a very good consistent management team in place that has helped the service to develop and maintain very good standards of care and support being provided. The management have a very good oversight and are fully involved in all aspects of the service development and delivery.

People being supported and their relatives spoke highly of the managers and staff, this gave them confidence and reassurances that their loved ones were being supported with care and compassion.

The managers ensured there was good quality assurance procedures in place and this helped them to analyse and evaluate information and ensure that all the necessary documentation and procedures are implemented consistently across the service. Self evaluations were completed well with information demonstrating the management teams knowledge and experience of delivering this type of service.

We saw good communication between the management of the service and families about any developments or changes regarding an individual's care and support needs including any progress and other developments.

How good is our staff team?

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.

There was a very good consistent team of staff who have built up considerable skills and knowledge of working with the people they support. This has helped to generate and build good supportive relationships based on trust and respect. This was evident in the relaxed and friendly manner in the interactions and engagement we witnessed during our inspection visits and from the feedback from the people being supported and comments from relatives.

The staff work well together and continue to prioritise their efforts based on the strong person focus that the service has fully embedded within it's principles and practice. We saw that there were good systems in place for staff support and supervision and the management maintain a good oversight and review of the staff health and well being as well as performance and competencies.

The very good standards we evaluated were based on a strong and consistent high standard of service performance by this team of care staff. Having supported people for many years to live independently in the community and continue to sustain their tenancies and have an opportunity to have a good quality of life.

The training and development of the staff team was well embedded within the service including any specific areas of specialty relevant to the needs of the people being supported. The staff team were enthusiastic and appreciative of the training and support available from the managers within the service.

How well is our care and support planned?

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.

We reviewed a sample of the care and support plans in place and also when we visited people in the community. The plans were well written and had a good person centred focus. This helps to create a picture of the person and their likes, dislikes, character and personality. The staff team have worked with some people for several years and have therefore build up a great deal of knowledge and information about that person.

Individuals being supported by the service and their relatives were involved in the development of the care plans including attending reviews to evaluate effectiveness of the care and support provided by the service.

The care and support plan reflected the assessed health and well being needs of the individuals including their mental health. There was evidence of good involvement and communication with other external medical/social professionals working together to support that person in the community.

We reviewed the medication administration procedures in operation within the short stay unit and found them to be well completed with good descriptions and explanations of when and why to administer as required or "PRN" medication. There were appropriate checks on medication counts and returns including any controlled drugs.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The service management should continue to gather evidence to support the very good standard of work they achieve within this service. This should include feedback from people who use the service, their relatives, and comments from other health/social care professionals involved. This should also include regular supervision and training updates for staff including refresher courses and reflective practices with regards to their ongoing development. The management should ensure that outcomes from audits, action points from meetings, feedback, and incidents recordings are incorporated into an ongoing service improvement plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

This area for improvement was made on 22 November 2022.

Action taken since then

We reviewed the above documentation in relation to the previous area of improvement made at the last inspection and saw that the management had maintained very good record keeping and evidence to support the on going continuous improvement ethos in practice.

This area of improvement has been met.

Previous area for improvement 2

To further enhance the care and support documentation, these should include a brief non medicalised explanation of the various types of medication the person has been prescribed.

Also to ensure that people who receive any 'as required' medication, often referred to as (PRN) medication, for example, pain relief or anxiety reducing. The documentation should provide clear explanations and descriptions of when and why this medication should be administered. This should also include the outcomes and result of any (PRN) type of medication administered.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: 'Any treatment or intervention I experience is safe and effective.' (HSCS 1.24).

This area for improvement was made on 22 November 2022.

Action taken since then

The medication administration procedures we reviewed and sampled in relation to this area of improvement provided good evidence to support the service in meeting this area of improvement. The as required or "PRN" medication documents we saw were well written and provided clear descriptions and instructions of why and when to administer this medication.

This area of improvement has been met.

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?	5 - Very Good
2.2 Quality assurance and improvement is 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

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