

# Langstane Housing Support Service Housing Support Service

Langstane Housing Association Ltd  
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Telephone: 01224423000

**Type of inspection:**  
Unannounced

**Completed on:**  
17 March 2025

**Service provided by:**  
Langstane Housing Association  
Limited

**Service provider number:**  
SP2021000140

**Service no:**  
CS2021000235

## About the service

Langstane Housing Support Service is registered to provide a service to adults who require support to maintain their tenancy. The service has one team based at King Street Aberdeen, who were actively supporting approximately 35 people at the time of this inspection.

## About the inspection

This was an unannounced inspection which took place between 10 March 2025 and 12 March 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:

- received emailed, texted and phone calls from 10 people using the service
- received three completed feedback forms from visiting professionals
- spoke with three staff and management
- reviewed documents.

**Key messages**

- The service had a positive impact on people's lives.
- Support was tailored to each individual's needs which ensured that peoples outcomes were met.
- quality assurance systems supported improved outcomes for people.
- There was a dedicated, experienced staff team, which provided consistent support.
- The electronic personal planning system was being further developed to support the positive outcomes for people.

**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?	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?

5 - Very Good

We evaluated this key question as very good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

We received very positive feedback from people about the service and staff. The service was successful in assisting and supporting people in their daily lives and to maintain their tenancy. People said "I am so thankful for their help" and "they go above and beyond to find a solution, it has been life changing". This contributed to people's feelings of positive mental well-being. People felt valued because of this, which increased their self-worth.

Staff used resources and toolkits to help people achieve their goals by identifying areas for life improvements, focusing on strengths and abilities, and supporting positive outcomes. People were allocated their own support worker, this had enabled people to build trusting relationships. People said the "they are just lovely" and they are "at the end of the phone if required". This showed people were fully involved in their support and that staff treated people with dignity and respect.

Support was person-centred and based around people's preferences. For example, some support was face-to-face, whilst other people were supported on the telephone or via text, as this suited them better. This flexible approach benefitted people and gave them choice. There was a focus on enabling people to be the best they can. This meant people felt in control, which increased their confidence. Staff were aware of people's support plans and risk assessments before supporting them. As a result, staff knew people's support needs, wishes, and preferences.

The manager had very good oversight and monitored any safeguarding concerns. Staff were fully aware of their roles and responsibilities and discussed any concerns appropriately with the manager and the team. Communication and collaboration with other agencies involved in supporting people's health and wellbeing was very good. This contributed to ensuring people's safety. As a result, people received the support that was right for them.

## How good is our leadership?

5 - Very Good

We evaluated this key question as very good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

There was a strong leadership team in place who recognised the importance of self evaluation and had the skills and capacity to identify improvements. An internal quality assurance audit had been completed which identified a number of areas of good practice and areas for consideration. This fed into the services improvement plan and action plan. There was a clear focus on gaining the views of people supported by the service and staff. We were confident that the service will continue to develop their self-evaluation and improvement plan to reflect the ever changing needs of people.

Regular reports were prepared and presented to key stakeholders. These evidenced continual review and monitoring of outcomes as well as identifying areas for improvement. These reviews also captured feedback from people supported by the service and staff.

This meant the service continually reviewed and used this information to support improvement.

The management team had a good oversight of issues or concerns raised by either staff or people. Where concerns were raised, these were fully investigated. A review of the processes for handling concerns was undertaken to share learning and improve outcomes for both staff and people.

### 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 dedicated, experienced staff team, which provided consistent support. Staffing arrangements supported positive outcomes for people. Staff worked flexibly and adapted the support they provided to meet individual needs. People supported by the service described staff as "really good" and "amazing." Someone said "I always feel that the staff of the association are on my side to help me get my life back on track." People said that staff fitted in with their schedule and communicated with them in the way that they preferred, utilising a variety of ways to provide support. People said that staff were always at the end of the phone if they needed them. This meant that the service was responsive and adapted to the ways that people wanted their support, ensuring outcomes were met.

Staff worked very well together as a team and supported each other. Staff spoke highly of working in the service, the "great" team work and that managers were always available when they needed them.

Staff spoke very positively about the training they received and said it prepared them for their role. Staff said they felt confident and competent and that they got regular one to one support from their line manager. This provided time for them to develop and meant they all felt supported and listened to. There was a culture of continuous learning within the leadership team which meant new learning opportunities were explored and provided for the team.

There were regular team meetings as well as informal communication systems in place to ensure that staff and management communicated well with each other. There were systems and processes to make sure that staff were safe when lone working. This ensured that the team worked effectively to meet the needs of the people they supported as well as supporting each other.

### How well is our care and support planned?

**4 - Good**

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service used two separate digital support planning systems for people who required longer support to maintain their tenancy and those who required one off support. People were fully involved in the assessment and planning of the care and support they received. The service had identified as part of their ongoing service development that the support planning systems were not fully meeting the needs of people. At the time of the inspection, although people were involved in their support, not everyone's support was formally structured or focused on positive outcomes. There was the potential for inconsistency and missed opportunities, especially if not being supported by their allocated support worker. An improved single support planning system was in development and due to be implemented very shortly. Staff had been fully involved in the development of this system.

## 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 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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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