

LifeCare – Cheyne Street Club Support Service

Stockbridge House
2 Cheyne Street
Edinburgh
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Telephone: 01313 400 946

Type of inspection:
Unannounced

Completed on:
8 October 2025

Service provided by:
Lifecare (Edinburgh) Ltd

Service provider number:
SP2003002785

Service no:
CS2003050698

About the service

The Cheyne Street day service is part of Lifecare (Edinburgh) Limited. The service has been registered since 23 March 2004. The service provides day services for up to 20 people each day.

The service is located within the Lifecare head office building and is easily accessible, with nearby public transport links. The service provides a minibus collection and drop off service to those who need this.

About the inspection

This was a full inspection which took place on 01 October 2025. The inspection was carried out by one inspectors 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 and got feedback from 15 people or their representatives
- spoke with 8 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People were treated with respect, dignity and compassion.
- Activities were varied and were planned in collaboration with people using the service.
- Staff felt supported and able to share ideas to improve the service.
- The environment was clean, protecting the wellbeing of people using service.
- Plans were person centred and goals focussed.

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?	4 - Good
How good is our staff team?	5 - Very Good
How good is our setting?	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.

Quality Indicator 1.3 People's health and wellbeing benefits from their care and support

Strong adult support and protection and whistleblowing policies were in place. When asked, staff knew when and how to raise concerns through the appropriate channels. This safeguarded people using the service.

Interactions between people and staff were warm and friendly, with staff adapting their communication style to suit each person and situation. People were treated with respect, and their dignity was maintained. When signs of distress arose, staff recognised this early and discreetly offered reassurance. This meant people were supported by staff who were consistently responsive and compassionate.

There were two areas set up for activities, which gave people the opportunity to choose what they wanted to take part in each day, according to their preferences and abilities. The activities were varied and selected daily by people using the service. Following feedback from individuals and suggestions from staff, the service is now developing a more structured approach to activities. This will provide greater variety and enable the service to include activities that require more advanced planning. The service also regularly welcomed visiting musicians and occasionally organised excursions. This highlights that the service supported people to maintain their interests and provide a range of opportunities for people using the service.

People were offered a variety of options for lunch, including both hot and cold choices. During lunchtime observations, if someone did not like their meal, they were provided with alternatives such as salad, sandwiches, or one of the hot options available from the café within the building. Snacks and drinks, including tea and coffee were offered throughout the day. Observations during lunch were very positive, with people socialising, singing and enjoying music in a setting where tables were dressed appropriately. People were encouraged to eat at their own pace and were offered additional servings if they wished. Staff interacted warmly and respectfully with people, creating a relaxed and enjoyable atmosphere. This meant people had a high quality and enjoyable dining experience with a range of options depending on preference.

Feedback from relatives included;

"(My relative) always talks about the day at the club, (their) friends and what they've been up to there, and it's clear that it's the highlight of (their) week."

"This service has reduced the loneliness and social isolation that (my relative) experienced due to (their) circumstances, (they) look forward to going to the club three times a week."

How good is our leadership?

4 - Good

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

Quality Indicator 2.2 Quality assurance and improvement is led well

Staff shared that they felt supported and had good relationships with senior members of the team. Feedback from staff was positive about leadership approaches and the visibility of senior staff. Staff felt that the senior leadership team were approachable and felt able to raise concerns. Staff also felt able to share ideas for improvement and several staff shared that they have had their ideas implemented in the past. Development days for senior staff provided an opportunity to share learning, update staff about changes and provided an opportunity to use a collaborative approach to improve the service. This also provided an opportunity to educate leaders about communicating with their teams. This fostered a culture of continuous improvement.

The service regularly obtained feedback from people using the service through client meetings and feedback questionnaires. During meetings, people were encouraged to speak freely about any ideas for improvement and discuss any concerns. People were asked for their opinions about food and activities amongst other things. Monthly newsletters were sent out to keep people up to date with changes to the service. This meant people were meaningfully involved in development of the service.

Improvement plans were recently developed, allowing the service to prioritise improvements according to urgency and monitor progress. The service has begun strengthening quality assurance processes, creating a more robust system for monthly audits. This will enable the leadership team to identify any learning needs, areas requiring improvement and ways to improve safety and quality for people using the service.

Feedback from people included;

"If any concerns come up, the club manager deals with them sensitively and constructively."

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.

Quality Indicator 3.3 Staffing arrangements are right and staff work well together

Strong recruitment procedures were in place, including pre-employment checks. Regular reviews during probationary periods ensured staff were equipped to safely support people using the service. All staff were appropriately registered with Scottish Social Services Council. Most people were up to date with mandatory training and those who were awaiting safe people handling had this booked. A member of staff had recently completed 'train the trainer' for this, making it easier for the service to train new and existing staff. Senior staff had completed additional training around leadership, including a development day which provided a networking opportunity and a chance to share learning. This meant people received support from people who were appropriately trained.

Staffing was consistent across the service with people working regularly with the same group of people. A key worker system meant people had an allocated member of staff for reviews of care plans. This meant people benefited from continuity of care and were able to build relationships with the staff that supported them.

Staffing numbers were above minimum numbers in rotas sampled and when staff were off sick, this was mostly covered by staff from another service with the same provider.

Agency was occasionally used if necessary. Staff shared that they felt they had enough time to do their jobs well and that senior staff made sure they had time allocated to keep up to date with mandatory training and keyworker duties. Regular volunteers added to an already strong staff group, and feedback from volunteers was that they felt well supported and enjoyed their role within the service. During our observations, volunteers treated people with respect and compassion and it was clear people had built positive relationships with them. Volunteers were included in team meetings and asked for their input with regards to ideas for service improvement. During inspection, we witnessed staff and volunteers regularly supporting each other, offering help and working as a team. This meant people were supported by an appropriate number of staff who worked well together.

Feedback from relatives included;

"Lovely staff always willing to go the extra mile."

"The staff and volunteers are exceptional in the care they provide for my mum."

How good is our setting?

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.

Quality Indicator 4.1 People experience high quality facilities

The service is located within Lifecare Centre in Stockbridge, close to the main street with good access to public transport. A minibus collection and drop off service was available to those who needed it.

The setting had an alarm system on the door, alerting staff of anyone going in or out of the designated area. Environmental safety checks, including fire safety, gas safety, legionella risk assessments, and electrical safety were all up to date. This protected the safety of people using the service.

In the main lounge, information was displayed about menu choices, registration information and other notices relevant to people using the service and staff. The environment was welcoming, bright and comfortable. The layout across a single level made the space accessible and allowed people to move around freely. The large communal lounge allowed the whole group to participate in activities together, while seating arrangements could be adapted for smaller group sessions when needed. A second, spacious room was also available, providing flexibility for activities and mealtimes. The courtyard was easily accessible and provided an attractive outdoor space with seating for people to enjoy in nicer weather. This offered people the choice of moving between areas according to their preference.

The service was clean, tidy and well organised. The kitchenette area was clean and well equipped for preparing tea, coffee and snacks. Toilets were clean, well-stocked and provided appropriate supplies, including PPE for those who needed assistance. This supported effective infection control and helped protect the safety of people using the service.

The décor contributed to a homely and personalised feel, with framed artwork created by people using the service displayed on the walls. Ornaments, artificial flowers, and a fireplace in the main lounge added decorative touches. This created an enjoyable and personalised atmosphere.

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.

Quality Indicator 5.1 Assessment and personal planning reflects people's outcomes and wishes

Support plans were written in a way that was easy to navigate and were person centred. Most reviews were up to date, and both people receiving support and their relatives shared that they felt included in the care planning process. Staff regularly checked if anything had changed for individuals, ensuring that plans remained relevant and reflected current needs. Goals within the plans were meaningful and promoted independence wherever possible. Each support plan included a dedicated section where the individual could express what they wanted to achieve from attending the service, alongside practical ways the service could help them. This meant people had plans that were meaningful and personalised to them.

A keyworker system meant each individual had a staff member who was responsible for keeping their support plans and risk assessments up to date. This approach made care planning more person-centred, provided consistency and meant people were supported by staff who knew them well.

Risk assessments were completed thoroughly, including potential risks and ways to reduce them. They were person centred, taking into account individual needs and abilities. The service used incident reports to identify whether any additional risk assessments were needed or updates were required. This promoted safety and showed the service was responsive to change.

Support plans included essential information such as the individual's name, address, date of birth, allergies, DNACPR status, GP contact details and next of kin information. This ensured staff had up to date information to enable them to act appropriately and contact relevant people if required.

People had given informed consent for use of their photos, whether for social media, service website, or for internal use only. This protected people's privacy and promoted their right to choice.

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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - 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 good is our setting?	5 - Very Good
4.1 People experience high quality facilities	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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