

LifeCare – Cheyne Street Club Support Service

Stockbridge House
2 Cheyne Street
Edinburgh
EH4 1JB

Telephone: 01313 400 946

Type of inspection:
Unannounced

Completed on:
10 July 2026

Service provided by:
Lifecare (Edinburgh) Ltd

Service provider number:
SP2003002785

Service no:
CS2003050698

About the service

The LifeCare Cheyne Street Club has been registered with the Care Inspectorate since 23 March 2004. The service provides day services for up to 20 people each day. At the time of inspection there were 64 people accessing the club

The service is located in the Stockbridge area of central Edinburgh and is served by excellent public transport links.

The service provides a minibus collection and drop off to those who are eligible for this . Some people self travel to access support.

About the inspection

This was an unannounced type two inspection which took place between 07 and 09 July 2026. 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 thirteen people using the service
- Spoke with four of their family representatives
- Spoke with six staff and management
- Observed practice and activities
- Reviewed documents

Key messages

People who experienced care valued their time at the club. They consistently spoke positively about the quality of the activities, the skills of the staff and the benefits derived from social and recreational contact with their peers.

Family representatives spoke about the social positives attached to their loved ones attending the club. They also said they enjoyed having time away from their caring roles. This helped them sustain and build resilience.

Staff were described as being skilled at working with people experiencing care. People and their families told us they were a significant asset to the service.

Leaders in the service were described as being accessible and approachable by people and their families.

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
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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. This applies to performance which demonstrates major strengths in supporting positive outcomes for people. There are very few areas for improvement. Those that do exist will have minimal adverse impact on people's experiences and outcomes.

People told us they enjoyed their time at the day service. We heard, " I always look forward to my visit, it's a big part of my week. I have friends here, we like to chat and the staff treat us like family. We are well looked after". Another person said, "I like the activities, especially the singing and talking about old times. We all like a trip down memory lane ".

Family members consistently spoke about feeling reassured their loved ones were well supported. We heard, "staff know XXX well. They know how to support him. Communication is good and he always return home in good spirits".

Other family members spoke about getting a much needed break from their caring role, being able to attend to domestic matters and have time for their own social and recreational needs. We heard, "XXX attending the club helps sustain me in caring role. I need some space and a break. It let's me get things done. Another family member said " It's not always easy for me. The club gives me time to think, time to breathe. We are very grateful and know she is well looked after".

We observed numerous activities, facilitated by staff and volunteers. It was clear that staff knew people well. they supported them to participate and made sure everyone was included. Activities mixed topical discussion with reminiscing and people engaged with enthusiasm and good humour. The evidently enjoyed peer interactions and sharing their views.

The dining experience was well catered for. People told us the food was good, " I always enjoy my lunch , they make sure I'm well fed". Staff were mindful of principles of Infection Prevention and Control, sanitising their hands and wearing appropriate personal protective clothing.

There was a relaxed and convivial atmosphere in the dining room. Service was efficient and people were offered a range of drinks and second portions. The mealtime experience contributed to positive nutritional outcomes for people attending the club.

People told us they were included in designing and directing their support. Personal plans contained very good detail around people's preferences and interests. Some personal plans needed to develop aspects of guidance around managing risk and we highlighted this to the registered manager. The service are currently reviewing all personal plans and we received assurances that this was work in progress.

Complaints

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

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

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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