

# Florence Court Housing Support Service

North Deeside Road  
Cults  
Aberdeen  
AB15 9TD

Telephone: 01224 868 146

**Type of inspection:**  
Unannounced

**Completed on:**  
6 May 2026

**Service provided by:**  
YourLife Management Services  
Limited

**Service provider number:**  
SP2012011831

**Service no:**  
CS2013318187

## About the service

Florence Court is a supported living complex. The service provides a housing support and care at home service to homeowners living at Florence Court. It is a purpose-built complex located in the Cults area of Aberdeen.

All people living at Florence Court can receive housing support. At the time of the inspection eight people received a care at home service. On-site care staff are available 24 hours a day via an alarm system to all homeowners.

The complex is well located to provide easy access to local amenities and there is a regular bus service to Aberdeen City Centre.

## About the inspection

This was an unannounced inspection that took place on 5 May 2026 between 7:30am and 15:00pm. One inspector from the Care Inspectorate carried out the inspection.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, details of registration and complaints, and information submitted by the service throughout the inspection year.

This was a core assurance inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. It is not a validation of previous evaluations, and no new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe.

During this inspection, we confirmed that people continued to receive care that met their needs and protected their safety, wellbeing, and rights. We knew this because we:

- spent time with ten people using the service;
- received feedback from one relative/visitor and five staff and management;
- reviewed survey responses from nine staff members and one family member;
- observed practice and daily life; and
- sampled relevant documents.

## Key messages

### Legal Assurances

We found the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place and a range of policies and procedures that promoted good outcomes for people. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

### Wellbeing

People spoke very positively about the service and told us they had confidence in the staff team. Staff were described as 'exceptional'. We observed good relationships between staff and people. One person told us, "He knows how every single person likes their tea or coffee". This was important to people; the relationships and connections supported their wellbeing.

The service had good links with external health professionals and people were supported to get the right treatment at the right time. There were appropriate policies and procedures in place to guide and support staff. Medication was managed well. Competencies and observation of staff practice were carried out. This helped ensure staff had the right skills and knowledge to support people.

Special occasions were celebrated and involved people's families. We observed a wide range of activities that people enjoyed such as, cinema nights, cheese and wine nights, book club, exercises and coffee mornings. People enjoyed the companionship and social atmosphere in the service and regularly used the communal areas. One person told us, "There is always plenty going on here, always something to do". Another person told us about the compassionate approach and support from staff following a recent period of being unwell. It was evident that people felt cared about and valued.

Homeowner meetings took place and there was a homeowners' committee. Some people enjoyed the food and some people felt it could be improved. This had been discussed with the manager. We were reassured that a meeting with the catering manager and company had been arranged to discuss this.

A new electronic care planning system had been introduced, and staff were getting used to using it. Due to this the service still had paper copies of care plans. We observed that these were up to date and accurate.

The service was clean and we did not have concerns about infection, prevention and control practice during the inspection.

### Leadership

The manager had systems in place to support audits and oversight of all areas of the service. We observed there was analysis and tracking of accidents and incidents which supported people's safety. People spoke positively about the leadership of the service. One person said, "It is the best it has ever been". People told us the manager of the service was approachable and responsive. One family shared that communication was very good and if there were any issues they were confident that they would be addressed. Staff shared that the manager was supportive, visible and responsive.

The service regularly consulted with people on their experiences which supported improvements. The manager had completed a self-evaluation tool which supported development of the service improvement plan. We suggested the service improvement plan could be strengthened by incorporating actions from people's feedback. We were confident this would be developed.

## Staffing

People were supported by a stable and consistent staff team. This meant people received care and support from people who knew them well. Safe recruitment practice was followed, and appropriate paperwork was in place. New staff received an induction and a probationary review. Observations of staff practice were carried out. This helped ensure staff followed guidance and had the right skills and knowledge to carry out their role. Staff were supported with regular one to one supervision. This supported staff practice, development and wellbeing. Rotas were planned which allowed for cover arrangements for planned staff absences. This meant people in the service knew who to expect for their support. The manager had oversight of staff training, supervision and staff's registration with their regulatory body.

The staff team worked well together, and we observed positive working relationships which were considerate and supportive. Staff reported feeling supported in their role and morale was good.

## Planned Care & Support

People's care plans were clear and person centred. Appropriate paperwork was in place which included life story information. This meant staff had information to follow in understanding people's needs, views and preferences. People and their relatives had been involved in developing care plans.

Review meetings were held and people and their families participated in their review. There were assessments of people's medication needs, and the information was clear and easy to follow.

The service had recently moved over to an electronic care plan system, and staff were being supported to use this. There had been some issues identified with recording times on the system, but the manager had a meeting arranged to discuss this with the provider. The service still had paper care plans in place whilst staff became more experienced in the new 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).

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