

Short Term Assessment and Reablement Team Support Service

Community Resources
Comhairle Nan Eilean Siar
Sandwick Road, Stornoway
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Announced (short notice)

Completed on:
6 August 2026

Service provided by:
Comhairle nan Eilean Siar

Service provider number:
SP2003002104

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CS2017360281

About the service

Short Term Assessment and Reablement Team (START) is registered to provide a care at home service to adults aged 18 years or over in their own home.

The provider is Comhairle nan Eilean Siar. The integrated service is jointly delivered by Comhairle nan Eilean Siar and NHS Eilean Siar under their formal partnership agreement.

The service is primarily available to people living in the Stornoway and Broadbay areas of Lewis. The registered manager works from the Council Offices in Stornoway. START staff work from premises at Bremner Court, Stornoway.

Assistance is provided by the service to people living in the community who have been assessed as having health and / or social care needs. The service is provided to people for a period of time to maximise their level of independence by learning or relearning skills necessary for daily living.

At the time of the inspection, six people were being supported by the service. Support ranged from one visit per day to four visits throughout the day.

About the inspection

This was a short notice announced inspection that took place between 3 and 6 August 2026. 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. We report on them under the headings: legal assurances; wellbeing; leadership; staffing; the setting and planned care/support.

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 people using the service;
- spoke with staff and management;
- considered returned electronic questionnaires from visiting professionals and staff;
- observed practice 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

The service was well led and managed, where the main priority was to support people with reablement. This was done in a kind, caring and empathetic manner.

There was very good communication within the team to ensure the goals people had identified were relevant and achievable. Where relevant, people's families were involved in their care, especially planning for when the service was ending. Staff were quick to respond to changes in people's health needs. They sought and followed guidance from healthcare professionals. Health professionals confirmed staff were professional, knowledgeable and competent. By working closely together, staff, families and other professionals had a shared understanding of people's priorities for reablement. This helped people achieve better outcomes and supported their health, wellbeing and independence. Some of the comments from people were:

"They really have helped me with my independence and they are reassuring. I could not have managed without them."

"I am really grateful that the girls can support me. They have made some good suggestions and I am just hoping I will get better as the time goes on."

People felt safe and well supported because the service had effective adult support and protection measures in place. Staff were trained and confident in this area and knew how to report concerns.

Medication was managed safely in line with good guidance. Staff completed training and undertook an annual competency assessment to ensure medication was administered by well-trained staff.

Leadership

There was strong oversight from the management team, which helped ensure people received high quality care and that their rights and values were respected and promoted.

There was effective oversight of training and development, therefore staff skills were maintained and improved. An open culture, supported by regular supervision, enabled staff to share ideas, raise concerns, and reflect on their practice to support continuous improvement.

Clear information was available to explain how people could make a complaint. There had been no recent complaints. People told us they felt confident that if they raised a concern or complaint, it would be taken seriously and addressed promptly and appropriately.

Staffing

Staff had a strong understanding of reablement and focused on helping people regain confidence, skills and independence. They built positive relationships with people and worked well together to find solutions that achieved good outcomes.

The service followed safe recruitment practices. Safe staffing arrangements were in place, with new referrals only accepted when sufficient staff were available to meet people's needs. As a result, people benefited from compassionate, skilled support that promoted their independence, wellbeing and choice.

Planned care/support

People had clear, well-organised goals that reflected what was important to them. Records were person-centred and showed how staff support was helping people work towards their agreed goals.

Regular reviews, including mid-service and end-of-service reviews, helped monitor progress and make sure support remained effective. People, and their families where appropriate, were fully involved in setting goals and reviewing achievements.

We saw positive evidence of people making progress towards greater confidence and independence. This demonstrated the positive impact staff had in helping people achieve their reablement goals and improve their quality of life.

Complaints

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

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