

Centred Community Services



centred

at the heart of wellbeing

About Centred

Established in 1987 as Birchwood Highland, we began by supporting individuals in Inverness experiencing mental ill-health. Over the years, we have expanded our services across the Highland region, now offering comprehensive housing support and care at home services to those in need.

Our approach is always person-centred and focused on recovery, empowering individuals to take control of their lives, improve future opportunities, and rediscover their potential. We support this by helping people rebuild self-confidence, enhance their health and wellbeing, and make informed lifestyle choices that encourage lasting, positive change.

What we do

Our dedicated staff operate from centres in Inverness, Invergordon, Lochaber, and Wick, currently supporting over 300 individuals living independently with varying levels of support. Across Inverness, Easter Ross, Lochaber, and Caithness, our community-based services deliver more than 1,500 hours of support each week.

What we provide

Housing Support

We understand that individuals experiencing mental ill-health may face challenges with everyday tasks. Our trained staff provide tailored support to help people maintain tenancies, manage finances, access specialist community services, build and strengthen social networks, and pursue employment opportunities.

We organise regular guided walks, outings, and social gatherings to help service users build confidence and strengthen social skills. Events such as our annual general meetings, barbecues, and parties are always well attended and enjoyed by both service users and support staff, fostering a strong sense of community and connection.

Self-Directed Support

Self-Directed support (SDS) empowers individuals who need help to take greater control over how their support is planned and delivered. By placing the person at the heart of the decision-making process, SDS enables care to be tailored to each individual's unique needs and preferences. It's not just about managing a personal budget—it's about having the right information, guidance, and freedom to make informed choices about every aspect of care.

Care at Home

Some individuals need extra support at home to maintain their independence and dignity, while feeling safe, cared for, and empowered.

One or more of our trained carers or personal assistants can visit individuals at home each day at agreed times. They offer not only practical support with a wide range of daily tasks, but also a friendly, familiar face and a trusted relationship that promotes comfort and confidence.

Assessment of care needs

If you've been referred to Centred, you should already have received an assessment of your care needs.

This assessment is carried out with you by care professionals to understand your individual needs and determine how best to support you. It may also be referred to as a 'community care assessment', a 'joint needs assessment', or as a POP (Personal Outcome Plan).

If you are assessed as needing a chargeable service, the NHS Highland Health & Social Care Partnership will determine how much, if anything, you are required to contribute towards the cost. This is done through a financial assessment, you will not be refused a service- but you will be responsible for covering the full cost.

Centred Community Services can provide all of these services on a self-funding basis, meaning individuals can choose to pay privately for their care. If you plan to arrange and fund services yourself, you should meet directly with the support team to assess your needs. At that point, the service will provide details of any associated costs. Services will only begin once you have agreed to pay any applicable contributions.

If you are self-funding

If you receive Disability Living Allowance (care component), Personal Independence Payment, or Attendance Allowance, you may use these benefits to help cover the cost of support. We're happy to provide more information about the self-funded services we offer that may suit your needs. Please contact your local service for further details.

Monitoring and reviewing the service

As part of our commitment to continuous improvement and delivering a high-quality service, we regularly seek feedback and consult with those we support about any proposed changes. From time to time, you may be invited to share your views to help us enhance and shape the services we provide.

In addition, our services are subject to regular Care Inspectorate inspections and have achieved a *Very Good* rating.

Centred's responsibilities to you

Our responsibilities are:

- To deliver the support that has been agreed.
- To consult with you and agree your support plan with you, and review it regularly.
- To agree what actions we will take to support you to move forward.
- To meet all our obligations under Health and Safety, National Care Standards for Housing Support Services, and Care at Home Services and codes of practice.
- To maintain a professional workforce and to ensure that all staff are registered with and work in line with the Scottish Social Services Council (SSSC) codes of practice.

Your responsibilities to Centred are:

- To be available and willing to engage with our staff.
- To cooperate to the best of your ability in the planning, monitoring and reviewing of your support plan.
- To agree to work towards achieving your goals.
- To work with staff to identify and manage risks either to yourself or to staff.

Contact Information

Caithness Support Service

A: The Wellington Centre
Airport Industrial Estate
Wick
KW1 4QS
T: 01955 463 002
E: css@centred.scot

Easter Ross Support Service

A: 1B King Street
Invergordon
IV18 0DT
T: 01349 369 100
E: erss@centred.scot

Inverness Support Service

A: Unit 38, The Eastgate Centre
Inverness
IV2 3PP
T: 01463 241 009
E: iss@centred.scot

Lochaber Support Service

A: Apartment 5 , Meall Na Mara
Alma Road, Fort William
PH33 6HD
T: 01397 700 944
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Download this Booklet

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