

## Sense Scotland Supported Living: Glasgow 2 & Surrounding Area Housing Support Service

TouchBase  
43 Middlesex Street  
Kinning Park  
Glasgow  
G41 1EE

Telephone: 01414 332 916

**Type of inspection:**  
Unannounced

**Completed on:**  
27 May 2025

**Service provided by:**  
Sense Scotland

**Service provider number:**  
SP2003000181

**Service no:**  
CS2016347991

## About the service

Sense Scotland Supported Living: Glasgow 2 and Surrounding Area provides an integrated housing support and care at home service for adults with sensory impairment and other disabilities.

The service is provided for people in their own home, currently in various locations in the Strathbungo, Pollok or Mosspark areas of Glasgow.

The registered manager co-ordinates the overall running of the service, supported by locality managers and supervisors who manage staff teams providing direct support to people.

At the time of inspection the service supported 13 people.

## About the inspection

This was an unannounced inspection which took place on 21, 22 and 23 May 2025.

Feedback was provided via Teams to the management team on 27 May 2025.

The inspection was carried out by two inspectors from the Care Inspectorate.

Sense Scotland Supported Living Glasgow 2 and Surrounding Area has close operating links with Supported Living Glasgow 1 and Surrounding Area. Both services operate from the same office base. Therefore, the inspections were undertaken simultaneously. A separate report was prepared for each registered service.

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:

- met with eleven people using the service;
- spoke with five family representatives;
- spoke with thirteen staff and management;
- spoke with two external professionals;
- observed practice and daily life;
- reviewed documents.

## Key messages

- We made an evaluation of excellent for Key Question 1 because we found people's experiences and outcomes were of outstandingly high quality.
- People had high levels of confidence and trust in the staff supporting them.
- People's family members were enthusiastic and unequivocal about the positive impact the service had on their loved one's life.
- Staff were highly attuned to people's needs and skilled in communicating using approaches unique to each individual.
- People experienced thoughtful and compassionate support tailored to their needs, promoting interaction, a sense of inclusion, accomplishment and wellbeing.
- The service enabled people to form, maintain and enhance relationships with family, each other, and with people of importance in their life, including health professionals.
- The service supported people through their daily life, through life changes and significant events with imagination, compassion and sensitivity, underpinned by a "can do" culture that aimed for people to live their best life.

## 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?	6 - Excellent
How good is our staff team?	5 - Very Good
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

6 - Excellent

We made an evaluation of excellent for this question because we saw innovative and effective practice across a wide range of activities at the service. People experienced outstandingly high-quality care and support to meet their outcomes. Maximising people's wellbeing was at the heart of the service.

It was clear people trusted the staff who supported them, whom they knew well, and this made them feel safe. Staff were highly attuned to individuals' needs and unique communication methods including body language and personal verbalisations. We observed innovative methods being used to support people to communicate and express their wishes. One family member described the support their relative had received in unequivocal and glowing terms. Due to loss of sight their loved one was no longer able to use British Sign Language (BSL) as their principle way of communicating. The service had developed an entirely new and bespoke communication system together with the person to allow them to continue to interact with and engage in their world. The family member concluded by saying the service had offered, "totally amazing support, stunning".

Interactions observed were warm, compassionate, led by the person and with appropriately judged mediation by staff. The pacing, frequency of intervention and style of support offered was highly individualised, giving people a sense of control.

The service placed importance on promoting independence. Where a person had put on an item of clothing inside out, the staff member guided their hand to feel the label so that the person would be aware of this and change if they wished. This demonstrated that ensuring choice, dignity and independence was embedded in daily work practice.

Staff were aware of the overarching outcomes that each person was working towards achieving. Daily notes reinforced the focus of support by recording where there had been progress towards an identified goal. People could be confident that staff recognised their capacity for resilience and to enable appropriate risk. Staff had a passion to support them to overcome challenges and live their best life. We heard of an example where staff worked patiently with an individual who was reluctant to go out. This person recently enjoyed a holiday. One staff member's response summed up the "can do" approach of the service well: "100%. We'll make it happen." This gave us confidence that the excellent performance of the service was sustainable and would be maintained in the longer term.

Staff knew people well, enabling changes in health and presentation to be identified, monitored and acted upon timeously. This had a positive effect on the people's life because emerging health needs were quickly addressed. The staff worked collaboratively with a range of relevant agencies to benefit supported individuals. An external health professional offered that, "I am only able to carry out my role because of the care and support of the staff. They always come with all the information I need."

People's wellbeing was enhanced by regular contact with those most important to them. Families gave exceptional feedback describing how the service impacted positively on the lives of people supported. One family member commented that they visited regularly and met their relative to go for lunch or coffee together. They said their loved one's house was warm, welcoming and open to visits; family could, and did, pop in at any time, "with chocolates and prosecco." Another family member said that their relative had "blossomed" in their time with the service. The service acted on what had been agreed during regular reviews. "She likes concerts and holidays and they follow through with it," one relative said. This gave assurance that people felt listened to and able to inform their care arrangements, meaning they could be confident that their care was right for them.

Supportive relationships and meaningful occupation contribute to emotional health, resilience and personal fulfilment. The service supported people to visit family who lived a distance away to spend some days with them. One family member said that their loved one had, "a small, consistent and committed staff team who always go the extra mile, including travel and visiting family. They are remarkable." Family were also kept involved through regular texts, emails and newsletters: "They are fantastic at staying in touch – texts and emails a couple of times a week." It was evident that families valued and had every confidence in the staff team. A widespread commitment to achieving citizenship was evident across the service.

People were able to feel part of a community, to be involved and have enjoyment in life. Individuals were encouraged and supported to make friends and participate in activities in the community both individually and in groups, regularly or as one-off events. This included art and music groups, woodwork, swimming, shopping, walks, massage, day centre activities, attending parties, concerts, day trips and going on a speed boat ride. One staff member commented that in supporting a person to go out with other people it felt like the whole group was, 'hanging out with pals'. A staff member commented that one person loved the visits from a person living in a different house: 'She makes her laugh!' A comment from one family member was that their relative had, 'A better quality of life now than ever.'

## How good is our staff team?

## 5 – Very Good

We found significant strengths in aspects of the care provided and how this supported positive outcomes for people. Therefore, we evaluated this key question as very good.

The skill mix, numbers and deployment of staff ensured a person centred approach to supporting people. Staff described a positive work culture where they worked well together to benefit the individuals supported. There was occasional use of agency staff. Staff and management reported there being an emphasis on consistently employing the same agency staff who had come to know people's preferences well. People could be assured of being supported by a skilled and motivated staff team who were working well together to meet their needs and wishes, promoting wellbeing.

There was a very high rate of completion of training and refresher training within the service, ensuring people were supported by staff who had the appropriate knowledge and skills to meet their needs.

Staff had regular team meetings and individual support and supervision which they found valuable. There had been a recent change to the format of support and supervision which both supervisors and staff reported as being more streamlined and effective in supporting their role. Topics covered by this 'support check-in' included reflecting on practice, meeting people's outcomes and mentoring new staff. Staff regularly reflected on their work and on how best to support people towards the outcomes they wanted to achieve.

The service's induction training worked well. A staff member of just a few months in post was observed to notice and respond to very subtle communication by a person. One staff member said they had really appreciated the level of shadowing of experienced staff when they first started. Extensive opportunities to shadow and learn from staff who knew people well was a particular strength of the service. Staff's role in mentoring new colleagues was supported through the 'support check in' with their supervisor. People could be confident that they were supported by staff who knew their needs, wishes and preferences.

Staff were highly positive about the teams in which they worked and about management support: "phone them and they pick up straight away." This meant staff felt listened to and valued. Newer staff felt supported by colleagues whom they said were approachable and knowledgeable. More than one person said they loved their job and the difference they could make in people's life. Staff were passionate about their role and felt well supported by colleagues and management, all of which contributed to a positive culture and improved outcomes for people.

## How well is our care and support planned?

4 - Good

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

Personal plans were highly detailed and informative about people's life, needs and wishes. Reading plans enabled staff to get to know a person well. One-page profiles within plans offered ready access to headline information including, "What people like about me, What is important to me and How best to support me." Within one profile was the statement, 'I like to be involved in decisions'. This statement would benefit from further detail about how the person could be supported to feel involved. By contrast another profile stated that, 'People admire my adventurous side' which communicated a key personality trait to inform support to achieve the person's outcomes. A series of photographs of a person exploring a box of chocolates through touch, taste and smell provoked thoughts about how this experience could be translated for the person into other activities and other settings. People's plans reflected their needs, wishes and preferred ways of being supported.

The wealth of information in personal plans was a strength of the service. It meant that staff were able to reference detailed information about specific aspects of a person's life so that people could feel confident and secure in their support. Plans had strength in the breadth and depth of information that was available. This presented a challenge for the service in making them easily accessible. One relatively new member of staff was unable to explain why particular observations about a person were being regularly recorded. A short explanation as to the purpose of recording included on a stand alone record would be beneficial. Due to the emphasis the service placed on shadowing opportunities and mentoring during induction, staff knew people really well. Personal plans served as a resource to maintain and enhance their knowledge of the people they supported. People could feel safe because staff knew their preferred ways of being supported.

Risk assessments within people's plans were comprehensive, detailed and clearly laid out actions to minimise the risk of harm. People could feel safe and enjoy undertaking the activities of their choice. As was the case for all other elements of personal plans, risk assessments were regularly updated. A large volume of risk assessments were included in people's personal plans. The purpose for including certain of them was not always clear. The provider had begun to test a more streamlined format for risk assessments in a different service with a view to rolling this out across the organisation.

Reviews happened regularly, and families commented that the actions agreed were implemented by the service. Summaries of reviews were presented in a clear and accessible format which allowed for an appreciation of the person's recent achievements and the overarching outcomes the person would wish to achieve in the future. People could be confident that the service would support them towards achieving the outcomes they wished.

## 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).

## Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good



## To find out more

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

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.