

# Cumbernauld Home Support Service Housing Support Service

Cumbernauld Social Work Locality  
Bron Chambers, Bron Way  
Cumbernauld, North Carbrain Road  
Glasgow  
G67 1DZ

Telephone: 0300 555 0408

**Type of inspection:**  
Unannounced

**Completed on:**  
22 May 2025

**Service provided by:**  
North Lanarkshire Council

**Service provider number:**  
SP2003000237

**Service no:**  
CS2004071296

## About the service

Cumbernauld Home Support Service is provided by North Lanarkshire Council and offers a care at home and housing support service to people who reside within Cumbernauld and surrounding areas.

The service base is within Bron Chambers, Cumbernauld and at the time of inspection the service was supporting 510 people.

The service provides varying packages of care and support to meet people's needs. The range of services include: intensive and reablement care and support post hospital admission, personal care and support, support with domestic tasks.

## About the inspection

This was an unannounced inspection which took place between 09:30 and 16:00 hours on 19 May 2025. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we focussed on reviewing information submitted by the service which was specific to requirement and areas for improvement.

In making our evaluations of the service we:

- spoke with management
- reviewed documents.

## Key messages

The service had made the necessary improvements to meet their outstanding requirement and one area for improvement.

Personal plans were individualised and contained detailed information about people, their health and wellbeing needs including their wishes and preferences.

The service needed to improve the level of detail within risk assessments including medication assessments to ensure these were aligned with personal plans.

Supervision records contained learning and development plans for staff. These records were now being regularly audited.

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

The service had improved personal plans to ensure that people's health and wellbeing needs were being met. Personal plans contained up-to-date information about people's health and wellbeing needs including their preferences and wishes about their support. Audits were being completed and were capturing areas that needed improved. This ensured plans were of a consistent standard with sufficient detail and of an expected quality. Plans were in place to roll out a new personal plan template that would reduce the duplication of information. This would support staff as information would be more accessible and concise. Risk assessments including medication risk assessments were also in place however, these needed further improvement to ensure they were informed by people's health and wellbeing needs in efforts to keep them safe (**see area for improvement 1**).

## Areas for improvement

1. To support people's health and wellbeing, the service should ensure risk assessments including medication risk assessment are detailed and aligned with personal plans.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 30 June 2023, the provider must ensure service users experience care and support which is consistent, safe, and meets their needs.

To do this the provider must, at a minimum, ensure that service users' personal support plans are:

- a) up-to-date, accurate, reflect good practice in being person-centred and outcome focussed
- b) detailed enough to provide guidance to staff on how to support people, including risk assessments
- c) regularly audited to ensure consistency and quality.

This is to comply with Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 5 - a requirement for a plan of care.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

**This requirement was made on 27 January 2023.**

#### Action taken on previous requirement

At our last inspection to allow further time for improvements to be made and evaluated, a decision had been made to extend the requirement until 30 April 2025.

This requirement has now been met.

**Please see Key Question 1: 'How well do we support people's wellbeing?' for more information.**

**Met - outwith timescales**

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To ensure people are being supported by a competent workforce, the provider should ensure action plans generated from supervisions are completed and supervision records are regularly audited.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisations codes' (HSCS 3.14).

**This area for improvement was made on 11 September 2024.**

#### Action taken since then

The service had met with the majority of their staff team who all had learning and development plans in place. Supervisions were detailed and led by staff. Supervisions were also now being regularly audited which were picking up on areas of the record that required action.

**This area for improvement has been met.**

#### Previous area for improvement 2

To support a culture of continuous improvement, the provider should ensure they have oversight of all concerns and complaints raised, and that these are fully investigated and responded to, in accordance with the provider's complaints policy and procedure.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This area for improvement was made on 26 March 2025.**

#### Action taken since then

The service had a robust complaints policy and procedure in place however, improvements were still needed to ensure that complaints were managed effectively.

**This area for improvement has not been met.**

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## To find out more

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

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