

Community Service Housing Support Service

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Type of inspection:
Unannounced

Completed on:
27 June 2025

Service provided by:
Mainstay Trust Ltd.

Service provider number:
SP2003000175

Service no:
CS2004077238

About the service

Community Service is provided by Mainstay Trust Limited. It is registered to provide a housing support and care at home service to people, with a range of disabilities, in their own homes and in the community.

The office base is in Govan, Glasgow, and it provides a city-wide service. The building is over two floors and consists of a reception area, an office space on the upper floor and The Hub which offers facilities for people who experience support on the ground floor.

There is a computer suite, kitchen, small breakaway rooms and a large open space that is used for a variety of activities. The toilet and changing facilities provide equipment suitable for the needs of people who use the service.

At the time of the inspection, 24 people were experiencing support.

About the inspection

This was an unannounced inspection which took place between 24 and 27 June 2025. The inspection was carried out by two inspectors from the Care Inspectorate.

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:

- spoke with three people who use the service
- interviewed five relatives
- spoke with the management team and support staff
- spoke with two social workers who had referred people to the service
- examined a range of records during the inspection.

Key messages

- People who used the service were very happy with the support provided.
- Support was provided by a motivated group of staff who were reliable and formed positive relationships with the people they supported.
- The registered manager was readily accessible to staff. However, regular planned staff meetings, supervisions sessions and direct observations of practice needed to be fully implemented.
- Some very good pieces of work had been completed with individual support plans. Further work was needed to ensure these were completed to a consistent standard.

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?	5 - Very Good
How good is our staff team?	4 - 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?

5 - Very Good

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

People benefited from staff who monitored their changing health needs and made appropriate referral to external agencies to help keep them safe and well.

When adverse events occurred with individuals, staff responded promptly and implemented measures to reduce further risks. This was done in the spirit of true partnership with individuals and social work staff. We heard how social work staff had confidence in the support provided by the service: "The service has been very good for [person's name]. Their safety and wellbeing are at the heart of what they do" and "I find the service goes above and beyond for both service users."

Staff adopted approaches which empowered people, maximised their levels of independence and promoted decision-making.

Support had resulted in positive outcomes for people including improvements with their physical health and psychological wellbeing. Support meant that they maintained contact and developed friendships with others. They were also supported to connect with places and activities within and outwith their community.

Support was directed by the wishes of people using the service. One person had recently returned from holiday and shared how this had given them a real boost and motivated them to save for the next one. A relative shared that staff take the lead from their loved one as far as activities undertaken on any given day.

Having the right medication at the right time is important for keeping well. People received medication as prescribed through the support from staff.

The legal status of each person helped inform the approaches and decisions to benefit each person.

How good is our staff team?

4 - Good

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

The investment in a robust induction programme with shadowing opportunities for new staff meant people benefited from being supported by staff with the right skills, knowledge and experience.

Staff welcomed and found training relevant to their role. There were good examples of training being shaped by the specific needs of people being supported.

People benefited from the service advocating on their behalf. Staffing levels were altered to meet their increased support needs. Continuity of care was promoted. There had been no use of agency staff with permanent staff providing additional cover when needed. People shared that there had been an appropriate matching process with staff who provide the support - this included staff with similar interests.

There were occasions when changes to planned supports should have been communicated better to people using the support or when appropriate to their relatives.

Staff were highly motivated to provide good standards of care. The registered manager was found to be responsive, empathetic and supportive to people who used the service and their relatives. Whilst the direct delivery of support had helped the registered manager understand the needs of each person, they needed protected time for the ongoing development of the service.

The management team had been creative in setting up group chats with staff teams. Staff consistently shared that the management team are accessible, responsive and provide appropriate guidance.

Staff had been provided with best practice guidance to shape their day-to-day work. For example, they were familiar with guidance such as Keys to Life and understood how the Health and Social Care Standards shaped their day-to-day work.

The management team needed to develop a clear plan to ensure staff supervisions and staff meetings are planned and completed regularly. There is also a need to improve recording when staff observations had been completed (see area for improvement 1).

Areas for improvement

1. To ensure people are supported by skilled and competent staff, regular staff supervision sessions should be made available. Direct observations of practice should be completed and afford opportunities for staff to reflect on training and day-to-day practice. The management team should arrange regular planned staff meetings for support staff.

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 organisational codes" (HSCS 3.14).

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.

Some of the individual support plans we looked at provided very detailed information to guide staff and helped promote continuity of care. Continuity of care can help keep people safe.

A creative approach had been used by using videos and graphics to direct staff on how they should provide support to a person who is a wheelchair user. Support plans took a strengths- based approach reflecting what people can do and how staff should promote and encourage their independence.

We concluded that further work was needed to ensure support plans were consistently up-to-date, reflecting each person's current needs and what activities should be provided. These should accurately reflect the support given to people to access their community groups. Review meetings should be developed to capture the positive outcomes achieved as a result of support and to identify future goals. We concluded that there was a need for robust audits to help achieve improvement with this area (see area for improvement 1).

A good approach was used when looking at risk following adverse events. The right balance was struck by helping to identify risk and implement measures to re-assure individuals. These also helped each person to understand their responsibilities.

Areas for improvement

1. Support plans should fully and accurately reflect the current needs of every person using the service so that they accurately inform staff. Robust auditing should be completed by the management team to ensure these are completed to an appropriate standard. Care reviews should be used to capture outcomes achieved as a result of support provided and to identify future goals.

This is to ensure that care and support is consistent with the 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).

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - 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

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