

Sense Scotland Supported Living Glasgow 1 & Surrounding Area Housing Support Service

43 Middlesex Street
Kinning Park
Glasgow
G41 1EE

Telephone: 01418 833 275

Type of inspection:
Unannounced

Completed on:
27 May 2025

Service provided by:
Sense Scotland

Service provider number:
SP2003000181

Service no:
CS2004061986

About the service

Sense Scotland Supported Living Glasgow 1 & Surrounding Area is a registered housing support/care@home service to provide a service to people with learning and/or physical disabilities living in their own homes. The provider is Sense Scotland.

The service currently covers the Craigton, West End and Southside areas of Glasgow. Support offered to people varies according to assessed need. Most receive 24-hour support.

Its stated aims are to "provide high quality services which help the people we support to achieve their desired outcomes" and to "build supportive and trusting relationships with the people we support, their families and carers, and other people involved with our service".

The registered manager co-ordinates the overall running of the service. Locality managers and supervisors locally manage the staff teams who provide direct support to people. At the time of the inspection, the service was supporting nine people.

About the inspection

This was an unannounced inspection which took place between 21 and 27 May, 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, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with five people using the service and five family members.
- spoke with nine staff and management.
- observed practice and daily life.
- reviewed documents including personal plans, reviews and quality assurance processes.
- spoke with two visiting professionals.

Key messages

- We made an evaluation of excellent for key question 1 because we found people's experiences and outcomes were outstandingly high quality.
- People had high levels of confidence and trust in the staff supporting them.
- Staff were highly attuned to people's needs and skilled in communicating using approaches unique to each individual.
- The organisation promoted a culture of inclusion and citizenship which meant people were active participants within their communities.
- 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.
- There was a positive culture of risk enablement, learning and growth which meant people experienced a wealth of life enhancing opportunities.
- An approachable, supportive leadership style ensured staff felt valued and benefited from a positive working culture.
- Support planning should be strengthened to reflect the support and activities available and to manage any associated risks appropriately.

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 what this service does.

Quality Indicator 1.3 People's health and wellbeing benefits from their care and support

The service supported people with a wide range of complex physical and mental health conditions. Throughout this inspection compelling examples were shared about how innovative support had impacted positively on people's quality of life, health and wellbeing. Family members highlighted that their loved ones were "blossoming" and "flourishing" attributing this to a highly skilled and knowledgeable staff team with an enlightened and proactive approach. Staff demonstrated an enabling attitude and placed importance on people's potential. One family member highlighted that their loved one was living a "normal" life and gaining independence as support focused on her strengths and not always her needs. Other comments included "they offer a professional context to us as a family... it reassures me about their skills and expertise" and "we wouldn't have the life we do as a family without Sense". This demonstrated families had every confidence in the service and appreciated how it had enhanced people's life experiences.

People valued the positive culture within the service. This meant people were assured of warm, kind, and compassionate support and care from their core staff team. Staff had in-depth knowledge of each individual's communication style. This included the use of British Sign Language (BSL) including hand under hand signing, visual and pictorial prompting. This meant that people felt listened to and were seen as individuals, where their choices and wishes informed their care and support. Family members appreciated training and mentoring arrangements. This ensured new staff had the necessary skills to communicate with and work well alongside their loved ones.

A visiting professional confirmed, "Staff always appear very knowledgeable, and person led... they know the people I meet with well, know how they communicate best and always contribute well and professionally to any multi-disciplinary meetings".

Staff worked to each individual's pace. This fostered a safe and trusting relationship and ensured individuals had a sense of control over their support arrangements.

People lived with a wide range of complex health issues which impacted on their daily lives. Staff were knowledgeable, proactive and responsive in managing people's health care needs.

One family member commented "For X it's a great service as it offers flexibility and adaptability... she is getting older, changing, becoming more anxious. However, they are so aware of all the little changes, they think ahead, and they manage it really well. X and the team are amazing at reading her expressions and noticing all the subtle changes".

A "can do" approach and proactive collaboration with relevant agencies had significantly improved people's health, wellbeing and quality of life. We heard of examples where the staff team had worked tirelessly to support individuals to reengage in previous hobbies and be involved in their local communities. This meant people could be confident staff were committed to ensuring individuals got the most out of life and stayed as well as they could.

Families and guardians appreciated being kept informed and involved in health care decisions. This fostered trust, collaboration, and ensured care arrangements aligned with people's wishes and aspirations. Good nutrition is essential for overall health, and timely interventions help to prevent malnutrition and associated health risks. Staff supported healthy menu planning and food preparation and discreetly monitored and escalated any concerns about people's nutrition and weight. This helped to keep people well.

A creative approach to socialisation meant people were supported to live their best lives through accessing a wide range of social activities within the community that were of interest to them. This included, swimming, gym, dance and music groups, college, sailing, canal trips as well as games nights, music and dancing in their homes. People also benefitted from having holidays and breaks facilitated by the service.

One family described the "default position is... we will try it out... always looking for solutions and ways to overcome challenges", and "the outcome has been amazing... been great for her back, strengthen the muscles in her legs, get her out of the chair...also for her mental health...but it was a long time in the making... but that's what they do well... the manager and the team will find a way !!!"

This gave us confidence that the excellent performance at the service was sustainable and would be maintained in the longer term.

One supported person was involved in the organisations fundraising team and attended "work". Family confirmed that this had impacted hugely to the persons feelings of self-worth and having meaning and purpose, highlighting "it's been great for her, she sees this as a job".

Opportunities were created to encourage genuine friendships and maintain relationships with those important to them. Creative approaches to supporting people to remain an integral part of their families lives reinforced people's identity and sense of belonging.

Families worked in partnership with the service, effective communication ensured they felt involved. Families were highly appreciative of the regular text, email and photograph updates they received as well as the monthly newsletters. Families were involved in reviews and were very much an integral part of the persons holistic support team.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good because performance demonstrated major strengths that supported positive outcomes for people. There were very few areas for improvement.

Quality Indicator 3.3 Staffing arrangements are right and staff work well together

Staff at all levels were praised for their caring attitude and high-quality support. Staff were motivated and worked well together. A flexible person led approach ensured people's needs were met in a timely and effective manner.

Compassionate and skilled staff contributed to a supportive environment. Collaboration created trust and reassurance for families and people experiencing support. Comments included "all the people who are part of his core team are very good" and "they are so committed to offering consistency".

A dedicated recruitment team ensured pre-employment checks were carried out in line with safer recruitment practice. New staff received robust induction training to enable them to support people safely. Staff had regular meetings and supervision with their line managers. This gave them the opportunity to discuss day to day working practices.

Staff confirmed a strong management presence and that they felt able to approach the leadership team at any time. This meant staff felt well supported, listened to and valued.

Staff spoke positively about the training provided. Managers maintained oversight of completed training and a structured training plan. This meant people could be confident the staff team had the appropriate support, skills and knowledge to meet their needs.

The service had experienced recruitment challenges. Vacancies had been filled, and managers were prioritising how to retain staff to ensure ongoing core group stability.

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.

Quality Indicator 5.1 Assessment and personal planning reflects people's outcomes and wishes

Personal plans were person centred and identified people's health and social care needs, and the support they required in order to meet these well. This included how people liked to be supported with daily routines, their preferences around food and their environment as well as detailed step by step guides to support mobility and to get out and about in the community. Detailed positive behaviour support (PBS) plans and communication plans were in place and supported by specialist staff. This meant people could be confident their care arrangements were right for them.

Regular care reviews and key group meetings provided families and professionals with comprehensive information. Any resulting actions were appropriately recorded and completed. This promoted transparency, facilitated informed decision-making, and helped track progress made in meeting people's personal outcomes.

The manager planned to review recording to ensure all plans fully reflected the outcomes approach to care. The organisation was evaluating and refining its approach to risk management. This would align with the services risk enablement ethos.

The organisation also afforded the individual, families and professionals an enhanced opportunity to review progress and make meaningful plans for the future through their MAP (making a plan) and PATH (planning alternative tomorrows with Hope) initiative. This process was person led, and all discussions recorded in a meaningful format specific to each individual. Evidence confirmed vibrant, relevant discussion where achievements were celebrated, and goals identified and agreed.

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?	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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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 iarrtas.

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 ਵਿਚ 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.