

# North Lanarkshire Supported Living Service Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
9 June 2025

**Service provided by:**  
Quarriers

**Service provider number:**  
SP2003000264

**Service no:**  
CS2004057655

## About the service

North Lanarkshire Supported Living Services is operated by Quarriers. They provide care at home and housing support services to people who live in North Lanarkshire.

The service provides flexible packages of care and support to meet people's needs. The range of services includes: personal care and support, support with domestic tasks, utilising community facilities and attending social groups.

At the time of inspection, there was 19 people using the service.

## About the inspection

This was an unannounced inspection which took place on 3 June - 5 June between 09:30 and 19:30. The inspection was carried out by one inspector 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:

- gathered feedback from pre-inspection questionnaires (five responses were received from relatives and 21 responses were received from staff)
- visited three people in their homes who use the service
- spoke with four relatives by telephone
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- gathered feedback by email from one visiting professional.

## Key messages

Recruitment was still a challenge for the service however, new staff had been appointed and were in the process of being trained.

People were supported by staff who knew their health and wellbeing needs well.

Relatives were very happy about the care and support their family member received and spoke very positively about staff.

The service worked well with external professionals and ensured that people's health and wellbeing needs continued to be met.

Team meetings and supervisions were regularly happening. Most staff felt happy and supported within their roles.

## 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?	5 - Very 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 appeared happy and relaxed in the presence of their staff. Staff were very attentive to what people needed and how they should support this. The majority of people were being supported to maintain their own tenancies. Their homes were warm, welcoming and personalised to their own taste. One person had their own pet fish which staff assisted them to look after.

Relatives spoke very positively about the service. One relative said, 'the service has always been really good' whereas another relative said 'my relative is in good hands'. Most of the relatives visited their family member regularly and contributed to their care and support. One relative told us, 'we always look at the care plan'. Families and staff appeared to work well together to ensure people received care and support that met their needs.

Staff understood their role in supporting people's access to healthcare. Staff recognised changing health needs and shared this information quickly with the right people. This meant that people's health and wellbeing needs were being monitored and reviewed to ensure their care and support was right for them.

Risk assessments were used to enable people rather than restrict people's actions or activities. These were very detailed and regularly reviewed. Staff teams monitored people's wellbeing on a daily basis and collated their findings monthly to ensure that outcomes for people continued to be met. People benefitted from a whole team approach to their care and support.

People could be assured they were supported to receive their medication as prescribed. The service had a robust medication system in place and carried out regular checks to ensure it was effective. Staff received regular training and were observed supporting people with the safe administration of their medication. This assured us that people were supported with their medication needs in line with good practice guidance.

## How good is our staff team?

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.

We acknowledged the service had experienced challenges with recruiting new staff. The management team were doing their best to ensure that this was not impacting on people's support. People were being supported by staff who knew them well. New staff had been appointed and were in the process of being trained. Recruitment and retention of staff had been included within the service improvement plan and development plan. The service were in the process of launching a recruitment campaign in efforts to attract and recruit more staff from the local area.

Staffing arrangements for the service were determined by a process of continuous assessment. This included scheduling that took account of the importance of matching staff to people, along with considerations of compatibility and continuity. One relative told us, 'they're on the ball, they know my relative well' whereas another told us, 'I discuss any issues with staff, we have a very equitable relationship'.

The service used a digital rota planning system. The service did their best to ensure that people knew the staff who would be supporting them. Some relatives were also given a copy of the rota in advance to prepare people for their support. Distribution of rotas in advance was identified by the service as an area they would like to further improve upon and was included within their service improvement plan.

Most staff felt happy and supported within their roles. They told us that they were receiving regular supervision, direct observations in practice and had attended team meetings (see previous areas for improvement). Training statistics across the service were very good. New staff were given time and support to establish relationships with people and become familiar with their essential routines.

Relatives informed us that people can have a say in who provides their care and support. One relative said, 'my family member is not long in letting them know if the staff don't take their fancy'. This assured us that the service listened to people's views to ensure they were happy with their staff.

## 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 that people are being supported by a competent and trained workforce, the provider needs to conduct regular supervisions with staff.

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

'If I have a carer, their needs are assessed and support provided' (HSCS 4.26).

**This area for improvement was made on 7 September 2023.**

#### Action taken since then

The management team were now carrying out regular supervisions with staff. There was a minority of staff who were overdue for supervision however, the service had a plan in place to address this.

Supervisions were detailed and included reflections of practice.

The service had a supervision/team meeting tracker in place which all managers contributed to. Oversight of supervisions across the service was good. Supervisions had also been included within the service improvement plan as there was a plan to audit records quarterly.

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

#### Previous area for improvement 2

To ensure people's support is right for them, the provider needs to meet with staff teams regularly.

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

'I experience high quality care and support based on relevant guidance and best practice' (HSCS 4.11).

**This area for improvement was made on 7 September 2023.**

## Action taken since then

The management team were now meeting with staff teams regularly. Not all staff had attended these meetings however, attendance at staff team meetings was an area that the service were looking to improve upon. This improvement had been identified within their service improvement plan.

Team meeting records were detailed. All previous actions were being discussed at the beginning of every meeting which ensured that they were now resolved. Team meetings were also being tracked and managers now had a good oversight of the meetings that were taking place across the service.

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

## 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?	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?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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