

# Pineview Housing Support Service

Pine View  
Switchback Road  
Bearsden  
Glasgow  
G61 1QN

Telephone: 0141 9425112

**Type of inspection:**  
Unannounced

**Completed on:**  
23 June 2025

**Service provided by:**  
East Dunbartonshire Council

**Service provider number:**  
SP2003003380

**Service no:**  
CS2004058395

## About the service

Pineview provides a housing support service and a support service (care at home). It is registered to provide a service to adults with learning disabilities living in their own shared home and in the community.

Pineview is located in a bungalow in Bearsden that has the capacity to support three people. There were two people living in Pineview at the time of our inspection. The property is very welcoming, with each person having their own bedroom, ensuite bathroom and shared lounge area. A communal kitchen is in place. The third living area is currently unoccupied but has its own separate kitchen and lounge. There are lovely private and secure gardens with seating areas and flower beds. It is situated nearby to both train and bus networks.

## About the inspection

This was an unannounced inspection which took place on 18 and 19 June 2025 between 10:00 and 16:00. 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:

- spoke with one person using the service and three family members
- spoke with five staff members and management
- obtained the views of two external health professionals
- observed practice and daily life
- reviewed documents.

## Key messages

People living at Pineview receive excellent care and support.

People we spoke with told us their relatives' quality of life was now very good.

Staff support people to live life to the fullest.

There is a consistent staff team who respond to people's needs very well.

Communication with families and key professionals is of a very high 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?	6 - Excellent
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?

6 - Excellent

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

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people.

The service had a very enabling approach to support people's wishes and aspirations. Supported people living at Pineview had their needs met to a very high standard. Information was very detailed on how and when people should receive their support, and in a way that they preferred that met their care needs in full. Staff responded in a flexible way to people to ensure the outcome for them was of a very high standard. If any changes were made to daily routines, this was undertaken in a way that prepared them for change, using a variety of techniques and communication. We saw that staff had undertaken in their own time, communication books so that all responses to care needs would be consistent, resulting in people remaining calm and happy. These approaches ensured people did not become anxious or upset with any changes. A relative told us "XXXX is the happiest and healthiest they have ever been. I could not ask for better people to be entrusted with their care."

People were supported to remain as independent as possible with household tasks. This promoted routines and confidence. Both the staff and the people they supported helped prepare a meal each week that they shared together and was enjoyed by everyone. This ensured people retained their skills and abilities.

Family members we spoke with told us communication from the service was "excellent" or "superb." They also told us that the quality of life their relatives had was "amazing" and "staff went above and beyond." We were provided with excellent examples of how people were supported, in particular for support with medical appointments that required skilled staff interventions and communication. Pre-medical appointment meetings were planned in advance to ensure that the person had the best possible outcome. We heard of excellent examples how the planned and specific care interventions from staff had supported people and alleviated distress. Reviews were held regularly, and families and other health professionals were involved with these.

People enjoyed social activities such as swimming, attending drama groups, going for walks and outings. We heard people had enjoyed a recent holiday by the sea that was facilitated by the service. We heard from family members that these activities would not have been able to happen without the planning, dedication and skilled intervention from staff. Family members told us that living at Pineview had ensured that supported people were living their best life.

## How good is our staff team?

5 - Very Good

### 3.3 Staffing arrangements are right and staff work well together.

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.

Care and support were provided by a consistent staff team, who knew the people they supported very well. All staff followed the same guidelines on how to respond to anxiety or distress. This had a positive impact and outcome as routines and responses were particularly important to people. A family member told us

"Support is provided in a way that XXX feels safe. Well trained, consistent, and calm staff help achieve this and reduce anxiety. The staff are worth their weight in gold."

Staff spoke highly of each other and the team leader. Staff told us they enjoyed their roles and appeared highly motivated to support people living at Pineview in the best way possible.

Staff were on duty over a 24-hour period, and this was covered on a rotational basis with everyone covering night duties. Staff worked very well together with delegated tasks for housekeeping chores and cooking. All staff told us that their responsibilities were manageable and there was enough time to do everything well. Staff encouraged people to be as independent as possible, in particular for some household tasks.

Staff training, knowledge and experience was of a very high standard. An external health professional told us "The staff in the service demonstrated strong knowledge of the individual's needs, which was evident in their responsive and person-centred approach. The service collaborated effectively with our service, showing very good communication and teamwork."

An interest was expressed by staff and management regarding advanced training in autism. This is currently being explored.

## 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

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