

North West - HSCP - Community Support Service Support Service

Centre For Sensory Impairment
17 Gullane Street
Glasgow
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Telephone: 01412765288

Type of inspection:
Unannounced

Completed on:
7 August 2025

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2022000042

About the service

North West - HSCP - Community Support Service provides support to older people within their home and in the community. The provider is Glasgow City Council.

The service aims to provide a specialised home-based support to older adults with a diagnosis of dementia, and their carers, in the north west of Glasgow. The service offers flexible support over five days per week, 08:00 to 17:00 and seven evenings per week for the Goodnight Team visits where this is assessed as required. This team operates from 19:00 until 22:00 including public holidays.

About the inspection

This was an unannounced inspection which took place on 5, 6 and 7 August 2025. 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 five people using the service and five of their families
- spoke with five staff and management
- spoke with associated professionals
- observed practice and daily life
- reviewed documents.

Key messages

- People experiencing care and their staff shared positive and friendly relationships underpinned by mutual respect and trust.
- People experienced support in a relaxed manner, where they benefited from having time to talk with staff and enjoyed invaluable companionship.
- People benefited from very good continuity of support from a small team of familiar staff.
- Everyone we met spoke extremely highly of the staff and how much they enjoyed being supported.

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 well is our care and support planned?	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.

Staff were observed interacting naturally and positively with people using the service, sharing mutual respect and engaging in light-hearted conversations. People told us they had the utmost trust in their staff, describing them as 'cheerful, kind and respectful', 'second to none' and 'amazing'. Staff treated people with dignity and kindness, fostering a supportive and compassionate atmosphere in people's homes.

Support was provided at a relaxed pace to suit each individual's needs and preferences. People were not rushed and staff had time to talk, offering invaluable companionship in addition to meeting care and support needs. This person-centred approach significantly enhanced individuals' overall experiences and contributed to their emotional wellbeing.

We were impressed by the levels of knowledge and understanding staff displayed about the stage of dementia each person was currently experiencing. They were able to tell us about changes in people's abilities that they had identified and how they had used their observations to support people's changing needs by providing appropriate levels of support. This flexible support provision enabled people to continue using the service for as long as possible. This helped people feel safe and secure.

We considered people's personal plans to be of a very good quality. The needs of the person were considered holistically, taking into account their family and other personal circumstances. An enhanced knowledge and understanding of dementia and how this impacted on the person and their family was evident in recordings in personal plans and this ensured people were offered a values based, person-centred service.

Staff had undertaken a range of mandatory and needs-led training. Staff told us requests for additional training were usually granted. Further opportunities for staff to enhance their knowledge were provided by the manager at training and refresher sessions. We were pleased to hear the manager is planning to offer training in all behaviour support strategies to staff. This will enhance staff skills in supporting people experiencing stressed and distressed reactions.

How well is our care and support planned?

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.

There was a supportive and inclusive approach to involving carers and family members in the planning and delivery of care and support, if this was important to people. Family members told us they were fully involved in the development of plans, risk assessments and care delivery.

The service engaged meaningfully with people and, with consent, their families and those important to them. This approach ensured that they had a thorough understanding of people's views, wishes and expectations.

People were supported to be involved in making decisions about their own lives as far as they were able to do so. Where people lacked capacity to make particular decisions, information about legal powers, such as guardianship or power of attorney, was clear and contained in people's personal plans. This ensured that staff understood what was in place for people and where decision-making powers were held and by whom.

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 support quality assurance, the service should consistently complete quality audits and include the outcome of these within the service improvement plan. This will help enable the service to identify and prioritise any issues requiring intervention and demonstrate ongoing improvement.

This is to ensure that 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 29 January 2024.

Action taken since then

We found that audits had been completed, and their results informed the completion and development of the service's improvement plan.

This area for improvement has been met.

Previous area for improvement 2

The service should ensure that any reportable events are notified to the Care Inspectorate as per our notification guidelines: Records that all registered services (except childminding) must keep and guidance on notification reporting (Care Inspectorate 2020).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19) and "I use a service and organisation that are well led and managed" (HSCS 4.23).

This area for improvement was made on 29 January 2024.

Action taken since then

The service had notified the Care Inspectorate appropriately.

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

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 well is our care and support planned?	5 - Very Good
5.2 Carers, friends and family members are encouraged to be involved	5 - Very Good

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