

Glasgow Connect Housing Support Service

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Type of inspection:
Unannounced

Completed on:
14 August 2025

Service provided by:
Quarriers

Service provider number:
SP2003000264

Service no:
CS2004070367

About the service

Glasgow Connect provides a combined care at home and housing support service to adults with learning disabilities. The service operates in Glasgow, West Dunbartonshire, and East Dunbartonshire. The provider is Quarriers, a national organisation and registered Scottish charity.

People are supported in their own homes or in shared tenancies. Support provision varies from a few hours per week to 24 hours per day. The nature of support is tailored to meet people's individual assessed needs and outcomes. This includes personal care, medication, daily living tasks, and community activities. The registered manager is responsible for the local management of the service and is supported by five team leaders and senior staff.

The service aims to ensure "people are supported socially, personally, and with all aspects of their lives. We plan with the people we support to help them to meet their outcomes and ensure they are involved in all aspects of their service".

About the inspection

This was an unannounced inspection which took place on 11, 12, 13 and 14 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 four people using the service and two of their family members
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with a professional who visited the home
- sent out surveys before the inspection to gather people's views.

Key messages

- people had very good outcomes and were involved in a vast variety of activities
- people were treated as individuals with their support plans clearly reflecting their preferences and wishes
- families and professionals we spoke with were very happy with the quality of care and support provided by the service
- risk assessments should be reviewed six monthly not the current annual review
- staff have opportunities to give their views and ideas to improve the service
- supervisions and direct observations of staff practice should take place for all staff.

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

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.

We visited six people who used this service who all appeared happy and relaxed. We observed warm, friendly and respectful interactions between staff and the people living there. When we spoke with staff we were assured they knew people well and the way they liked to be supported. Some people did not use verbal communication and we observed staff being patient taking time to find out what the person was telling them.

People were encouraged to make decisions about their day to day activities such as where they wanted to go and what they wanted to do. They also chose how their bedrooms were decorated and we could see each bedroom individualised with personal items and equipment. This helped people maintain their independence and gave them as much control as possible over their life.

We were told of a new social committee for Glasgow Connect that will provide opportunities for people using the service and staff to get together to organise activities and achieve outcomes. This may encourage people who live on their own to join in activities which could help them build friendships and prevent isolation.

There were lots of great photos of people and staff having fun together, enjoying various activities and events. People were very much part of their community with outings to concerts, music festivals and clubs. We were pleased to hear of holidays people had had or had booked for the future.

Support plans provided a real sense of the person through detailed individualized recordings. They were person centred with clear guidance around how to support people in the way they wanted. This provides consistency which is important for people with certain conditions.

We could see from plans that people's health needs were monitored with health professionals involved if appropriate. People were encouraged to eat healthily and supported to try to cook their own meals and make healthy lifestyle choices.

Although support plans were being reviewed six monthly risk assessments sampled were reviewed annually. Risk assessments should be reviewed six monthly as part of the review process to ensure they continued to meet people's needs. We were told that lots of people had risk assessments reviewed more than six monthly for example if they had an accident or got a new piece of equipment. However all risk assessments should be at least six monthly. **(See area for improvement 1).**

We sent out Care Inspectorate surveys before inspection to give people an opportunity to give their views on the quality of care and support they receive from Glasgow Connect. We received one from a person using the service and one from a professional who visits. Both provided very positive feedback.. When asked if there was anything else they wanted to tell us the person using the service had noted 'they were very satisfied'.

We spoke with two family members who both praised the quality of the service with one telling us 'XX loves it here, staff are all very nice and they look after him'.

Areas for improvement

1. To support people's health and wellbeing the provider should ensure risk assessments are reviewed at least six monthly.

This is to ensure care and support is consistent with Health and Social Care Standard (HSCS) which state that 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

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.

We sent out surveys to staff as part of the inspection but only received three back. Two provided positive feedback whilst one did not. One of the staff members concerns was the lack of supervision and support they had received. This was the situation for some time due to vacant posts and staff absence however a seconded manager had been in post since February and work was progressing to address this. Supervision sessions give protected time to discuss training, development and any practice issues and ensure staff are adequately supported in order to give the best care and support to people. However there were staff who had still not received supervision.

Staff competence should be regularly assessed to ensure that learning and development support better outcomes for people. As direct observations were part of the supervision process these had also fallen behind and were a work-in-progress.

Services across the organisation would benefit from a contingency plan in the event of this happening again. Staff should not have long periods of time without supervision and support as this can affect morale and leave staff feeling undervalued. A contingency plan would ensure staff received support even when there are shortages in the management team. **(See area for improvement 1).**

People using the service and staff benefitted from a warm atmosphere because there were good working relationships. We were told of good teamwork with staff all working well together to provide a calm, relaxed atmosphere for people. We observed this on our visits.

There was effective communication between staff, with team meetings providing opportunities for discussion about their work and how best to improve outcomes for people.

Staff we spoke with had very good values and wanted to provide the best service they possibly could. They spoke respectfully about people living in the service and how much they enjoyed supporting them to live active and busy lives.

Areas for improvement

1. To support staff training, learning and development the provider should ensure staff receive supervision and direct observations of their practice.

This is to ensure care and support is consistent with Health and Social Care Standard (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 (3.14).

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 promote people's wellbeing, the provider will ensure that all areas of the service have robust quality assurance with a particular focus on care and support planning.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I use a service and organisation that are well led and managed' (HSCS 4.23).

This area for improvement was made on 18 August 2023.

Action taken since then

Quality assurance had vastly improved across the service and with very detailed and robust audits now being completed there had been improvements made to the quality of the service.

Team leaders were auditing care plans to ensure information was accurate and up to date.

This 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 good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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