

Potential Living Housing Support Service

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Type of inspection:
Unannounced

Completed on:
15 August 2025

Service provided by:
Potential Living

Service provider number:
SP2003000239

Service no:
CS2004069056

About the service

Potential Living is a housing support and care at home service which provides support and care to approximately 70 people across the North Lanarkshire area who have learning disabilities and sometimes additional physical and mental health problems.

The aims of the service are to provide care and support to older adults and adults with learning disabilities and/or physical disabilities which helps them to remain in their own homes and to provide care and support within the person's community so that they can fulfil their potential.

At the time of inspection the service was supporting 67 people.

About the inspection

This was an unannounced inspection which took place between 10:00 and 15:30 over three days from the 12 to 15 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.

To inform our evaluations of the service we:

- visited and spoke to six people supported by the service;
- spoke to five relatives at the visits or on the phone;
- spoke with six staff and management
- observed practice and daily life
- reviewed survey results provided by the service and others received by the Care Inspectorate
- reviewed operational documents.

Key messages

- People were supported to have high quality, positive experiences and outcomes.
- People were supported by familiar, consistent, high quality staff.
- Care plans and review records were very good but could have been more detailed in some cases.

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?	6 - Excellent
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?

6 - Excellent

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

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

People consistently experienced exceptional outcomes through the support provided, with high levels of satisfaction reflecting strong emotional wellbeing and deep trust in staff. Feedback was overwhelmingly positive, with individuals and their families expressing heartfelt appreciation. Comments such as "Don't know where we would be without them," and "Staff genuinely care and pay attention to what [my relative] needs," highlighted the emotional security, continuity of care, and the genuine relationships built between staff and those supported.

Support extended beyond daily care, enabling individuals to pursue employment and maintain their roles through emotionally and practically tailored assistance. Examples were provided of holidays both domestic and overseas. This demonstrated how independence and community engagement were actively promoted, contributing to personal fulfilment and enriched life experiences.

External professionals consistently validated the quality of care, noting that "Person-centred care is always delivered," and "Staff are well prepared and implement recommendations." The service's robust care planning process, including six-monthly reviews and well-informed staff, ensured that support remained responsive and aligned with evolving needs.

People experienced a strong sense of belonging and personal dignity through regular access to meaningful activities and consistent family connections. Their physical presentation and living environments reflected this engagement. People's homes were clean, tidy, and maintained to a high standard. Professionals reinforced these observations, stating "People's houses are always well maintained and clean/tidy," and "Service users' home environments are kept to a high standard." These conditions promoted comfort, pride, and a high quality of daily life.

Medication support was delivered with precision and care. 'As required' medications were managed in line with best practice, and records were consistently well completed. Clear guidance enabled staff to administer medication confidently and monitor its effectiveness, directly contributing to improved health outcomes and enhanced safety.

Staff interactions were consistently compassionate, attentive, and deeply informed. For individuals with limited verbal communication, staff demonstrated exceptional skill in interpreting and advocating for their needs. This reflected a profound understanding of each person and a commitment to delivering care that is not only safe and effective but also deeply respectful and empowering.

How good is our staff team?

6 - Excellent

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

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

Staff reported feeling well-supported by a highly approachable and compassionate management team. Examples shared highlighted a culture of mutual care and respect across the organisation. Regular supervision meetings provided staff with dedicated time to reflect on their practice, discuss professional development, and raise personal concerns. These sessions were valued not only for enhancing service delivery but also for addressing individual wellbeing, contributing to a resilient and motivated workforce.

Staff spoke warmly about their experiences within the service, consistently sharing that they feel happy, fulfilled, and supported in their roles. Many described how regular supervision meetings with senior staff offered a safe and respectful space to reflect on their practice, seek guidance, and explore personal and professional growth. These sessions were valued not just for their structure, but for the genuine care and attentiveness shown by management. Notably, some staff highlighted that the frequency of supervision could be more flexible to better reflect individual needs and working styles. This feedback reflects a culture where personal preferences are acknowledged and where staff feel empowered to shape their own development.

Staff received training through a combination of face-to-face sessions and online modules, delivered by an onsite trainer and closely monitored by office staff to ensure completion. Importantly, additional or specialist training was provided when needed, often tailored to the specific needs of the people being supported, and sometimes initiated by staff who recognised opportunities to enhance care. This responsive approach ensured that individuals received support from well-informed staff who understood their unique circumstances.

The overall atmosphere among staff was one of motivation and mutual respect. Team members described a hardworking, cohesive group that communicates well and supports one another. This created a stable, compassionate environment where people receiving care benefit from consistent, attentive, and person-centred support.

How well is our care and support planned?**5 - Very Good**

We found significant strengths in aspects of the care planning and how these supported positive outcomes for people, therefore, we evaluated this key question as very good.

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

A structured and robust audit process was in place, supporting effective oversight of care planning. To strengthen outcome tracking and accountability, completed actions should be clearly and consistently documented ensuring that each identified action is matched with a corresponding statement of completion. This improvement will enhance transparency and ensure that individuals' support needs are being met in a timely and measurable way.

The review tracker plays a vital role in ensuring that care reviews were completed in a timely and responsive manner. While initial inconsistencies in tracker updates raised concerns, further investigation confirmed that all reviews were up-to-date. Strengthening the consistent use of this tool will enhance oversight, reduce the risk of missed or delayed reviews, and support a proactive approach to care planning. This will help ensure that individuals' changing needs are identified early and addressed effectively, promoting continuity, safety, and improved personal outcomes.

Care plans consistently demonstrated a strong commitment to identifying and addressing assessed needs and risks, with regular updates supporting relevance and responsiveness. This reflected a clear focus on delivering person-centred care. However, the observed variation in the level of detail across plans suggested an opportunity for improvement. Inconsistencies, even when minor, can affect how effectively support is tailored to individual needs. By embedding a more consistent standard of detail and clarity, the service can further strengthen the quality and reliability of care ensuring equitable, personalised support and enhancing outcomes in wellbeing and safety for all individuals.

Reviews were generally well managed, with sampled records indicating timely completion and up-to-date information. This reflected a strong commitment to maintaining oversight and responsiveness in care planning. That said, some variation in review completion across the service highlighted an opportunity to strengthen consistency. Embedding a more standardised approach where reviews routinely consider the previous six months, current circumstances, and future goals will help ensure that care remains proactive and person-centred. Including clear, outcome-focused actions with documented evidence of completion will further enhance accountability and support individuals in achieving meaningful, tailored outcomes.

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?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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