

Enable Scotland (Leading the Way) - Glasgow Housing Support Service

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Type of inspection:
Unannounced

Completed on:
15 August 2025

Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
SP2003002584

Service no:
CS2004061937

About the service

Enable Scotland (Leading the Way) - Glasgow provides a service to adults with learning disabilities in the form of care at home support and support to access local communities. The packages of support varied depending on the needs and wishes of the people accessing support.

The service operates from an office base in Glasgow and supports people city wide. At the time of inspection, the service was supporting 49 individuals.

About the inspection

This was an unannounced inspection which took place between 6 August and 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, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with seven people using the service.
- spoke with three of their family members
- spoke with nine staff and the management team
- observed practice and daily life
- reviewed documents
- spoke with four visiting professionals.

Key messages

- People were supported by a committed staff team.
- Support was person-centred, and people's individual preferences were pursued.
- A multi-disciplinary approach ensured support strategies were appropriate to the individual.
- Support to staff could be improved by more regular opportunities to address development and training needs.

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?	4 - Good
How good is our staff team?	4 - 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?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, strengths had a positive impact on people's experiences.

The service had experienced recent challenges with management changes and team facilitator vacancies. This had impacted on oversight of some key areas of service delivery. However, the staff team continued to deliver support professionally and with compassion.

Staff were skilled at understanding and responding to people's individual communication needs. Staff recognised the detail of what was important to people and respected people's uniqueness. People benefited from positive and trusting relationships with a staff team who knew them well. This meant that people felt included, listened to, and valued, and ensured that that support was based on the needs and wishes of the person.

Staff were clearly committed to supporting agreed outcomes for people. People were seen to be relaxed and comfortable in their own homes. People we visited took pride in their homes.

People were enabled to get the most out of life with opportunities to maintain or develop interests and activities that mattered to them. This included going on holiday, visiting local clubs and events and spending time with family. People's achievements were recognised. This promoted people's wellbeing. Families we spoke with were generally happy with the support their relatives received; however, some family members told us that their loved ones would benefit from more opportunities for meaningful activity at evenings and weekends. We discussed this with the management team during inspection and were assured that this would be looked into.

Comments from families included:

"Staff have the right skills and knowledge."

"Really good supports, keeping (my relative) as independent as he can be."

"Overall, very happy with the support."

"There have been changes in the management, this has happened before, and communication could have been better."

The service had effective links with external health and social care professionals involved in people's care, including the learning disability team, psychiatry services and speech and language team (SALT). Uncertainty in management arrangements had impacted on communication and information sharing for some. However, comments from professionals indicated that this had recently improved.

Professionals we spoke to confirmed that the service provided good quality care, proactively and consistently seeking help and advice, advocating and collaborating to keep people safe and well. Regular multi-disciplinary reviews ensured that people, and if they chose, those important to them were central to planning their care and support arrangements. This promoted people's wellbeing and helped ensure people got the right care for them.

Comments from professionals included:

"They are very responsive,"

"Team facilitator is now there 5 days a week, communication has improved".

"My client is happy in his home."

"Great with the resource they have."

This helped to keep people well.

Medication was managed well. The management team had initiated appropriate support measures such as staff observations of practice. Risks identified and appropriate interventions were agreed and recorded, and clear guidance and protocols were in place for as and when required medication. This helped to ensure people were taking the right medication at the right time.

How good is our staff team?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

People and their loved ones were given the opportunity to get to know their potential support staff during the recruitment process, and relationships were allowed to develop through a comprehensive and personalised induction process for new staff.

The service had a clear matching process in place where people were recruited specifically to work with identified service users according to their needs and skills. This process involved families where appropriate. At times this proved challenging and delayed some support teams being fully staffed, however this process ensured the right staff were recruited to meet people's needs. This approach was commended by health and social care professionals for supporting people with complex needs to achieve their outcomes in the longer term.

Staff we spoke with demonstrated a genuine commitment to providing quality support to people they worked for. Staff we met were consistently positive, values driven and professional, however some told us that the service sometimes struggled for staff and that they covered shifts at short notice and were frequently asked to work on their days off. Access to management support also varied throughout the services visited. It is important for staff to have regular and meaningful opportunities to raise concerns and share ideas with senior staff. This makes people feel valued and listened to.

The management team ensured all new staff were inducted with a blend of online e-learning, face to face training and shadowing more experienced colleagues. Additional induction inputs were provided based on the person's individual needs. Competency was confirmed before delivering support independently. This helped to keep people safe and supported according to current best practice.

Ongoing training was provided in key areas such as epilepsy, positive behaviour support, infection prevention & control, moving and assistance, diabetes and medication administration. However, staff comments indicated some variation in the learning undertaken. In some staff records there were gaps in essential refresher training updates. It is important that the service support staff to update training in accordance with their own training guidelines. We were satisfied that management plans were in place to address this as part of overall service evaluation/improvement planning.

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question, as there were major strengths which positively impacted peoples' outcomes, with very few areas for improvement.

People should expect their personal plan to reflect their current needs, wishes and choices. Individual support arrangements and associated documentation had been reviewed, electronic personal plans, were clear, well laid out and user friendly. Personal plans evidenced up to date health assessments, personalised support strategies and associated risk assessments. These were detailed, however were concise and guided staff clearly on how to deliver support according to the individuals needs and preferences. This included short term support plans to respond to changes in people's health needs.

Families and health professionals were involved as appropriate. This helped to ensure people were supported according to current needs and best practice and helped to keep them well.

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

People should be assured that information about them is up to date to ensure their current health status is responded to. The provider should fully implement their tracking system, to ensure all relevant key areas including care plans are reviewed regularly and are up to date. Infection prevention and control (IPC) should be included within the tracker.

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 8 February 2024.

Action taken since then

Individual support arrangements and associated documentation had been reviewed, electronic personal plans, were clear, well laid out and user-friendly. Personal plans evidenced up to date health assessments, personalised support strategies and associated risk assessments. The management team had an effective quality assurance and monitoring system which provided appropriate oversight of key practice areas, including care planning.

This area for improvement has been met.

Previous area for improvement 2

People should be assured that reportable incidents are shared with relevant agencies to promote their health and safety. The service should comply with the Care Inspectorate guidance 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'. The provider must notify the Care Inspectorate of all relevant incidents under the correct notification heading and within the required timeframe.

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

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This area for improvement was made on 8 February 2024.

Action taken since then

The service had made appropriate notifications, in accordance with Care inspectorate guidance 'Records that all registered care services (except childminding).

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
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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