

# Enable Scotland (Leading the Way) - East Renfrewshire Community Support Services Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
8 September 2025

**Service provided by:**  
Enable Scotland (Leading the Way)

**Service provider number:**  
SP2003002584

**Service no:**  
CS2004061939

## About the service

Enable Scotland (Leading the Way) - East Renfrewshire Community Support Services is a branch of the national care provider Enable Scotland (Leading the Way).

The service provides support and care at home to 30 adults with learning disabilities, physical disabilities and mental health issues. The support is individually tailored, to meet people's needs and is delivered in the community in people's own homes.

The support is provided by teams of staff on a 24/7 basis. Each person's home is within East Renfrewshire's local authority area and set within other local authority or housing association housing, which makes all local amenities accessible.

## About the inspection

This was an unannounced inspection which took place on 3, 4, 5, 6 and 8 September 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 five of their family members, we also had four post-inspection surveys returned
- spoke with seven staff and management, received eight emails from staff and had 42 pre-inspection surveys returned
- observed practice and daily life
- reviewed documents
- received four pre-inspection surveys from professionals.

## Key messages

We were pleased to have such a strong response to the pre-inspection surveys, staff emails and phone calls with people using the service. This enabled us to gather lots of views around the quality of care and support delivered by this service.

- staff are highly thought of
- the management team are approachable and available
- support plans are individualised to meet each person's needs
- people are supported to have active busy lives out in their community
- the management team will explore how to hold more team meetings.

## 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?	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.

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

We had contact with 14 people who used the service either by phone or returned pre-inspection surveys. The vast majority were very happy with the service.

Some of their comments were:

- communication has been lacking the last two years but got a bit better now
- all the carers support XXX so well which is a great relief to me
- I would say the service is brilliant
- no problems now, thankfully things have improved and we have a good service now.

We visited three people who used this service. 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.

We also had four pre-inspection surveys returned from professionals who visit the service. They were mainly positive with one comment:

'I strongly agree the person is supported by compassion, dignity and respect. The person has very complex needs and is supported in a person centred manner.'

However one did raise there were sometimes issues getting information due to paperwork being online. We raised this with the service who have agreed to look at how to improve this.

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

We were pleased to hear how some people were supported to maintain and develop new skills which encouraged them to be as independent as possible. With tasks broken down into small steps and the patience of staff, some people were now able to carry out daily living tasks with assistance.

Support plans evidenced input of health professionals such as Speech and Language Therapist, dietician, opticians and GPs and there seemed to be good integrated care for people when they needed it.

People had varied, and for some, very busy social lives and were very much part of their local community with outings for swimming, shopping and attending clubs. There were also some further trips to the seaside, zoos and holidays. Being outside promotes good mental health and helps prevent isolation therefore we were pleased to hear about all the different places people enjoyed visiting.

**How good is our staff team?****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.

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

The provider used safe recruitment processes to ensure new staff were checked and safe to work with vulnerable people. We were pleased to hear of families involved in the recruitment process as this provided them with opportunities to meet candidates who may work with their family member before they were employed. Some families we spoke with told us about being part of this experience and how they liked being involved. One family member told us 'the induction is really good and gives new staff a really good picture of what its like to work with the person.'

The probation workbook was a good induction programme, very informative and supportive of new staff. New staff had three shadow shifts, working with experienced staff and the person they would be supporting. This provided opportunities to ask questions, observe practices and get to know the person before supporting them on their own. Staff we spoke with said they felt confident and able to work with the individual after their induction as they felt it prepared them well.

We had 42 pre-inspection surveys returned and eight emails from staff to tell us their experiences of working for this service. These were overwhelmingly positive.

Some of their comments:

- we have good relationships with families
- there is good team work, the team work well together
- we get bespoke training for individuals (we work with)
- we have good support from the management team.

However there were some comments around lack of team meetings and communication could be better. We have passed these to the management team.

Team members communicated through the TEAMS app. Any issues or concerns could be added to the TEAMS chat and other staff would provide their views or thoughts to help find a solution. Staff we spoke with felt this worked well. However, the service would benefit from more formal team meetings to bring staff together to discuss the service they work in but also to provide group discussions around any staff related issues. Staff work in isolation, some in challenging services and this chance to come together to focus on their health and wellbeing would support the Safer Staffing Legislation. The management team have agreed to explore ways to hold more meetings.

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.

## 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.

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

Plans were person centred, with a very good level of detail to guide and support staff to offer a consistent and individualised plan of support to ensure people were assisted in the way they wanted, the way they preferred.

An example was a plan for someone's anxiety. This provided a step-by-step guide around what each different behaviour meant and how staff should respond. The plan included ways to try to avoid situations by being prepared and explaining what you were doing. This could help defuse situations before they escalated which may help keep the person and the staff member safe.

All plans sampled had appropriate risk assessments. These were well completed and all had been reviewed in the last six months. This ensured they remained up-to-date to help keep the person safe.

Six monthly reviews were taking place to ensure compliance with legislation. Review minutes sampled showed people experiencing care were present, as were family members. We were pleased to read of staff from other providers who also provided support for the person attended the review. This meant there was a clear picture of all the different support the person received and was a good example of integrated and participation.

## 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 staff learning and development the provider should ensure they develop a supervision plan that will allow all staff opportunities to look at their own learning needs, and discuss and reflect on any areas of practice. This should cover, but not be limited to, the need for training in using their electronic devices.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled, and are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 5 May 2023.**

**Action taken since then**

Staff we spoke with and staff who returned the pre-inspection surveys all said they had regular supervision. We looked at the supervision MATRIX that confirmed this.

The supervision template provided opportunities for discussion and reflection on practices, learning and development and how staff interacted with people they supported.

It was good to see a different template for office based staff to ensure the supervision template matched their role and provided the support they needed.

We could see that training around electronic devices was now part of the induction programme to ensure staff had the skills to complete paperwork that was now online.

This Area for Improvement has been Met.

**Previous area for improvement 2**

For added protection to people who use the service, line managers, known as team facilitators, should develop a plan that will ensure they can audit paper files at least weekly to remove any out of date information, in particular, but not limited to, medication information.

This is to ensure that care and support is consistent with the 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 5 May 2023.**

**Action taken since then**

Team facilitators were auditing plans regularly and support plans we looked at did not have out of date information.

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](http://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?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very 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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