

## Enable Glasgow Housing Support Unit Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
23 September 2025

**Service provided by:**  
Enable, Glasgow Branch

**Service provider number:**  
SP2004005393

**Service no:**  
CS2003053682

## About the service

Enable Glasgow's housing support and care at home services offer personalised support to people within the community. The service is managed from a care home service in the west end of Glasgow and the individual tenancies are all in the area nearby. Support is delivered in a way that reflects people's needs, preferences and circumstances. Four people were supported by the service at the time of the inspection.

## About the inspection

This was an unannounced inspection which took place on 18, 19 and 23 August 2025 between 09:00 and 16:15 hours. 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 three people using the service and two of their family.
- Spoke with three staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with one visiting professional.

## Key messages

- People were supported to live safely and independently at home.
- People were supported by a consistent staff team which ensured continuity of care.
- Staff were very good at developing meaningful relationships with people.
- Personal plans fully reflected people's wishes and outcomes.

## 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.

We observed kind, compassionate and positive interactions between people and staff during our visits to people using the service. People were supported by a stable staff team who knew their needs and wishes well and who treated people with respect. A professional told us "Staff are very respectful when speaking to people". These meaningful relationships contributed to very good outcomes for people.

People were supported to have as much control as possible over their medication. A review of medication administration records indicated that documentation was consistently well completed. Regular medication audits were evident, demonstrating a commitment to maintaining high standards and ensuring safe practices.

Records showed where changes to people's health needs were identified, there was timely and appropriate support from relevant health professionals. Staff demonstrated a strong understanding of the people they supported. Information was shared promptly with the appropriate professionals, including GPs and district nurses. This proactive and coordinated approach ensured that individuals received consistent care contributing to their overall health and wellbeing.

People's wellbeing was supported through an approach that encouraged a healthy relationship with food and drink. Through observations and conversations with staff, it was evident that while healthier options were encouraged, individuals were supported to make their own choices and decisions. This balance promoted physical wellbeing without compromising independence or dignity.

Staff supported some individuals with meal preparation, and people expressed that they enjoyed having the opportunity to participate in this activity. Staff were complimentary about people's cooking abilities, which helped to build confidence and reinforce a sense of achievement. By encouraging active involvement in meal preparation, the service promoted both physical health and emotional wellbeing.

Every individual supported by the service had a personal plan in place. These plans provided detailed and meaningful information about each person's needs and preferences, enabling staff to deliver care that was both person-centred and responsive.

Staff were equipped with clear and effective guidance on how to support individuals safely and appropriately, with consideration given to any potential risks. This ensured that people could feel confident their support was tailored to them, promoting safety, dignity, and wellbeing.

## 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.

People using the service and staff benefitted from a warm and supportive atmosphere, underpinned by strong working relationships. Observations showed staff communicating effectively and working collaboratively.

The unique setup of the service, where staff work together in the house, fosters team cohesion and enables the development of meaningful relationships. This contributed positively to the overall culture and quality of care provided.

Staff demonstrated confidence in building positive relationships with the people they supported. Observations highlighted warm and respectful interactions that contributed to a relaxed and friendly atmosphere. People told us that staff speak to them with respect, and a relative told us "staff go above and beyond". We heard that individuals valued their key workers, highlighting the importance of consistent and trusting relationships.

People supported by the service had individual packages of care based on their needs and agreed with commissioning partners. This meant that staff teams were built around the individual to support them to meet their outcomes.

Staffing arrangements for the service are determined by a process of continuous assessment. Where people's needs changed the service was responsive to ensure people had the correct support to meet their needs. The service were proactive in arranging reviews when needs of people changed. This ensured support was aligned with each person's evolving needs.

A review of recruitment files confirmed that all necessary pre-employment checks were in place, in line with current guidance. The service's recruitment practices were robust however, the introduction of a recruitment checklist would further strengthen the process.

Whilst we were confident that staff had completed all mandatory training, it was noted that the current system for overseeing training records could be strengthened. The manager acknowledged this and confirmed plans to implement a more effective overview. This will ensure staff continue to maintain the right skills and knowledge to support people safely and effectively.

## 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.

Every individual using the service had a personal plan, known as a care plan. These provided staff with clear guidance in how to meet people's needs and wishes. Plans were person-centred and included important information about people's life histories, what was important to them, and their likes and dislikes. They captured people's personalities which developed strong working relationships with staff.

Risk assessments were used to empower individuals rather than restrict their actions or activities. Each assessment included well documented risk reduction measures to mitigate potential risks. These were regularly reviewed and updated to ensure people remained safe and free from harm, while still being supported to live as independently and actively as possible.

People were actively involved in their care reviews and given opportunities to discuss and evaluate the support they received. Management maintained effective oversight, ensuring that reviews were consistently completed within the expected timeframes. This helped people feel confident that their support was tailored to their individual needs, promoting safety, dignity, and wellbeing.

Daily notes were consistently recorded, providing a detailed account of each visit and the support received. This enabled staff to access relevant information quickly and support individuals effectively, as they could refer back to previous entries to inform decisions and actions.

The use of digital care plans enhanced internal communication by allowing staff to leave memos. This improved team coordination and ensured continuity of care. Notes from visiting professionals were well documented, ensuring all staff were aware of any advice or changes recommended. This supported effective team communication and ensured staff had the necessary information, to deliver person-centred care, focused on what mattered most to each person.

## 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

The service should gather the views of the people they support and the staff who work in the service and use these to inform the service development plan. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can be meaningfully involved in how the organisations that support and care for me work and develop' (HSCS 4.6).

**This area for improvement was made on 1 September 2023.**

#### Action taken since then

Feedback was gathered in a user-friendly way from people who use the service through feedback forms. Staff views were gathered through team meetings, handovers and supervisions. An action plan was created directly in response to this feedback.

The action plan was used to inform part of the service improvement plan, ensuring that people's voices directly shaped service development.

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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