

Sense Scotland Supported Living: Ayrshire & Surrounding Area Housing Support Service

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Type of inspection:
Unannounced

Completed on:
15 October 2025

Service provided by:
Sense Scotland

Service provider number:
SP2003000181

Service no:
CS2016347984

About the service

Sense Scotland Supported Living: Ayrshire & Surrounding Area is a registered combined housing support service and care at home service. The provider is Sense Scotland.

Sense Scotland is a specialised social care provider supporting people with communication support needs associated with complex and sensory disabilities.

The service is located in Ayrshire and covers the surrounding area. The structure is flexible, to allow for the appointment of staff at the appropriate level to match emerging needs. The office base is near to the waterfront in Ardrossan and has good transport links.

There were five people being supported within their own accommodation and in the community when we inspected.

About the inspection

This was an unannounced inspection which took place on 13, 14 and 15 October 2025, between the hours of 10:00 - 16:45. 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 six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Staff were highly skilled at building warm, trusting relationships with people they support.
- Support plans were comprehensive, outcome-focused, and tailored to individual needs.
- Staffing arrangements were robust, with strong recruitment, induction, and supervision systems.
- The service demonstrated strong governance and continuous improvement practices.

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

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|--|---------------|
| How well do we support people's wellbeing? | 5 - Very Good |
| How good is our staff team? | 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

The service demonstrated very good practice in supporting people's health and wellbeing. Staff were warm, compassionate, and had in-depth knowledge of the people they supported.

Observations showed people were happy, comfortable, and engaged in meaningful activities. Support plans were comprehensive and person-centred, including detailed protocols for managing stress and distress. For example, one person's plan included clear routines, safety measures, and communication strategies tailored to their sensory needs. Another person's art sessions illustrated how creative activities were used to build confidence and develop new skills.

People were supported to make healthy lifestyle choices, such as improved diets and increased physical activity. One relative noted that their relative had overcome significant health issues, attributing this to the service's proactive support.

The service promoted community inclusion, with people accessing local amenities and participating in holidays and social groups. This contributed to a strong sense of belonging and self worth.

Medication systems were robust, with audits ensuring safe administration. Where appropriate, people were supported to manage their own medication, promoting independence. Families were kept informed through newsletters and involved in reviews and recruitment, reflecting a culture of transparency and collaboration.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of staffing arrangements and staff working well together 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.

Staffing arrangements were safe, consistent, and outcome-focused. The service followed best practice recruitment procedures, including structured interviews, reference checks, and PVG verification. New staff underwent a comprehensive induction and probationary period, with clear expectations around lone working.

Each person supported had a dedicated team, ensuring continuity and reducing anxiety. Relief staff were familiar to individuals, and personal profiles helped families know who was providing care.

Staff received regular supervision and appraisals, with a focus on wellbeing and reflective practice. Observations of practice and training compliance were high, with a mix of online and face-to-face learning.

Staff reported feeling supported and valued, with open communication and opportunities to raise concerns.

Feedback from staff and relatives was overwhelmingly positive, highlighting the service's strong leadership and team culture.

The service used tools to assess dependency and deploy staff effectively, demonstrating a clear understanding of legislation and person-centred planning.

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

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|--|---------------|
| 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 |

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