

Love Housing Support - Lanarkshire Housing Support Service

Love@care Ltd
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Type of inspection:
Unannounced

Completed on:
1 October 2025

Service provided by:
Love @ Care Ltd

Service provider number:
SP2018013216

Service no:
CS2021000038

About the service

The service provides support to children, young people and adults. For children and young people supports can include direct care, socialising opportunities and attendance at local colleges. For adults, assistance includes personal care and, for some, visiting cafes, clubs and activities of interest to the individual.

The service had two staff teams. One supported children and young people, while the other supported adults.

At the time of our last inspection, the service covered North and South Lanarkshire Council areas. Recently and with the agreement of the Care Inspectorate it now includes these areas and Glasgow, Inverclyde and Stirling.

At the time of our inspection, the service supported a total of 178 people.

About the inspection

This was an unannounced inspection which took place on 23, 24 and 25 September 2025 with feedback given to the provider on 1 October. The inspection was carried out by three inspectors 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 19 people using the service and 11 family members
- received completed 15 questionnaires from people using the service
- spoke with 16 staff and management
- received 22 completed questionnaires from staff and managers
- observed practice and daily life
- reviewed documents
- received comments from three social care professionals.

Key messages

- There was a high level of satisfaction reported by adults supported, parents of children and young people, similarly, were very satisfied with the care provided.
- Care and support was tailored to meet the needs of the individual with most people receiving support from staff they knew at regular times.
- A small number of people reported not having consistent staff or times.
- Staff told us they enjoyed their work and were well supported by the management team.
- Some policies and procedures require revising and updating.

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 leadership?	4 - Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	4 - 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 children and people, therefore we evaluated this key question as very good.

The service provided assistance to people with a range of needs. For some, this included things like simply reminding people to take their medications. Others, of various ages, had complex health conditions including dementia, multiple sclerosis, autism and mental health challenges and required more complex support.

We heard that staff were caring and patient on how they went about their work. Staff told us they got to know people, how their health conditions affected them as individuals and their preferences for how support should be provided.

Staff were skilled and confident to support people when they experienced stress and distress. Staff also had the knowledge and skills to support people with their nutritional needs, this included through the use of specialist equipment.

Some people received support to have their medication administered. There were systems in place to ensure people received their prescribed medication at the correct times. This approach helped ensure that people's health was promoted to support positive outcomes.

People were supported to engage in activities that were meaningful to them. For some people, this meant socialising, walking outdoors, visiting places of interest, shopping and going out for meals. People were supported to remain active to support their health and wellbeing.

We were told that the service was flexible and was able to change visits to take account of changes in people's routines, for example, having health appointments, family visits or changes to college schedules.

Most people said that they were supported by staff who knew them or their loved ones and how they should be supported. They also said visits by staff took place at regular times. A small number told us that staff regularly changed and times varied, often by a considerable amount and sometimes at very short notice. Where we were given permission by people we raised these issues with the provider.

Comments from people included:

'They take time to get to know the person and their wee ways. It works both ways. It keeps the carer happy and the person they're supporting happy.'

'They are very good at picking the right person for the service user. They are very well matched.'

'I can't commend them highly enough.'

Care professionals, from other organisations, told us the service works closely and effectively with them to support good outcomes for people.

How good is our leadership?**4 - Good**

We evaluated this key question as good where several strengths impacted positively on outcomes for children and people and clearly outweighed areas for improvement.

There had been a change of registered manager for the service. Staff were very appreciative about the management team. We were told they were approachable and supportive.

Direct observations or 'spot checks' were organised on a regular basis. This involved supervisory staff making unannounced visits to people's home to observe different aspects of staff practice. This provided the service with reassurances that care was delivered as intended as well as opportunities to acknowledge good practice and identify any areas for improvement.

Staff supervisions and staff meetings were used effectively by the service to provide information to staff, get feedback on people's wellbeing and identify any additional support required by staff.

Support plans provide essential information about people supported and guidance to staff. The service had a system in place to audit these on a regular basis to ensure these were up to date and accurate. This helped confirm plans and care provided were up to date and accurate. Not all care plans had been audited at the time of our inspection and we found a small number of plans that were not accurate. We brought these to the attention of the provider who took action during our inspection to correct these. We are satisfied that the audit process, when fully implemented, would identify such issues.

We raised at our previous inspection the need for some policies to be updated, this has not yet taken place. Some policies and procedures did not follow best practice guidance. This included adult support and protection, child protection and the medication policy. We were reassured that in spite of these concern staff providing direct care had received appropriate training and understood their responsibilities. We spoke with the provider about updating policies to ensure there was appropriate guidance for staff to follow. See area for improvement 1.

We have advised the service that they should ensure both groups of staff who provide support to adult and children receive training in both adult and child protection. This supports the development of the staff team to ensure people are protected. The service has responded positively to this and has agreed to develop this.

Areas for improvement

1. To support positive outcomes for people the provider should ensure that key policies and procedures as well as associated training follow current legislation and best practice guidance. This should include, but is not limited to adult support and protection, child protection and medication.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice". (HSCS 4.11).

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 children and people, therefore we evaluated this key question as very good.

Frontline care and office-based staff told us they enjoyed working with the service. Supervision and team meetings happened regularly and staff valued these as ways of getting feedback on how they were performing, opportunities to discuss care and support and discuss developments and improvements.

There were high rates of staff compliance across all areas of training including assisting people to move safely, supporting with medications and infection control.

Staff interviewed during our inspection and observed during our home visits were confident, competent and showed compassion for those they supported. The service, whenever possible, took time to pair staff with specific skills to people with specific needs.

Care plans were seen as very useful to staff giving them the guidance needed to provide the relevant care. Most staff said they had sufficient time to read the plans, with a smaller number saying it was not always possible because of pressures of time.

People mentioned the professional attitude of frontline care staff when supporting them or their children. They were seen as patient, resourceful and competent in dealing with, sometimes, challenging situations.

How well is our care and support planned?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and people and clearly outweighed areas for improvement.

Care plans form the basis of good care by giving details about the person supported including how any health conditions impacted them, what areas they needed support with and how support was to be delivered. As part of our inspection we reviewed a number of care plans.

Most plans were of a good standard, providing details to staff on how people were to be supported in line with their wishes and preferences. A small number had inaccurate information and lacked some guidance for staff on specific details of support.

Risk assessments when required were being completed to details this risks and actions to reduce the risk of harm. Many risk assessments gave clear information but others lacked some detail for example related to moving and handling needs.

Reviews were taking place providing an opportunity to review and update personal plans. Reviews took place with people and where appropriate their families and where actions were identified these were implemented. We spoke with the provider about ensuring a consistent approach to personal planning to achieve these standards for all people being supported.

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - 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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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