

Scottish Autism - West of Scotland Outreach Housing Support Service

31 Arden Craig Place
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Type of inspection:
Unannounced

Completed on:
21 October 2025

Service provided by:
Scottish Autism

Service provider number:
SP2003000275

Service no:
CS2004058171

About the service

Scottish Autism - West of Scotland Outreach is registered with the Care Inspectorate to provide support to adults and children who have autism. The provider is Scottish Autism.

The service operates from an office base in Castlemilk, Glasgow and is provided by autism practitioners and support workers.

At the time of this inspection the service was being provided to 10 people.

Support to people could range in hours with a purely social focus and/or people may be supported in their homes to live independently.

The aims of the service: "we support individuals to make their own choices and carry out their goals and aspirations enabling them to take their place in the community".

About the inspection

This was an unannounced inspection which took place between 16th - 21st October 2025. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection, information about this service was reviewed. This included previous inspection findings, registration information, documents submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with one person using the service.
- Spoke with four relatives.
- Spoke with four staff and management
- Spoke with one professional.
- Reviewed documents.

Key messages

- People were supported by a motivated staff team who were committed to achieving the best possible outcomes for people.
- People benefitted from engaging in a wide range of activities and local community links based on their preferences.
- Families were satisfied with the standards of care and support provided.
- Professionals spoke highly of the staff and management.
- Personal plans set out people's needs and preferences well.

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?	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?

4 - Good

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

People receiving support should expect to be treated with compassion, dignity, and respect. Families shared that staff interactions with their loved ones were patient and kind. They told us staff demonstrated a strong understanding of the needs and preferences of individuals they supported. One comment we heard from a relative was, "Staff are good". This showed families had confidence in the quality of support provided. Relatives felt well-informed by the service. A family member told us that communication was "good" from the management team. Another told us "We are kept informed of any changes we need to know". This meant families were kept up to date about the support their loved ones received.

Staff were knowledgeable about people's support needs and skilled at understanding people's individual communication needs. This meant that staff were able to recognise subtle changes in presentation that could indicate discomfort, pain, or a deterioration in physical or mental health and respond appropriately. This helped keep people well.

There were good working relationships with external professionals. We received positive feedback from an external professional. Who told us "The staff advocate and support people very well". This showed that they had confidence in the outreach team.

Meaningful activity supports wellbeing. People were supported to live fulfilling lives, with opportunities to pursue personal interests and meaningful activities. This included outings to museums, art classes, hillwalking, craft activities, shopping and outings in the wider community. One person told us "I get to choose what I want to do". People were previously involved in creating a service newsletter that highlighted their interests and events. Management planned to reinstate this newsletter. This would provide people supported with a sense of inclusion and involvement.

The service's policies and procedures, aims and objectives reflected strong values and the principles of the Health and Social Care Standards. This promoted good staff practice and helped ensure that people's support arrangements were undertaken in a way that respected their rights and choices.

Accidents and incidents were monitored. Appropriate actions were taken where needed. A lesson learned approach helped ensure learning was taken from unplanned incidents. However, we found a few instances where notifications had not been made to the Care Inspectorate. Management gave assurances that notification processes would be improved.

The management team were producing a service development plan which would detail how the service could improve. Plans included incorporating peoples' views, wishes and aspirations in service developments for the future.

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

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

Having the right staff, with the appropriate skills, in the right place at the right time is essential to meet people's needs. Staffing arrangements were guided by assessments of individual needs. There was a good balance of skills and experience within the team. However, recent staff changes had impacted the service. New staff had been recruited, however, ongoing staffing challenges had led to last-minute rota changes for staff. Staff reported this could be difficult to manage and impacted on the consistency of support. Despite these pressures, staff expressed a strong sense of commitment to the people they supported, and the service endeavoured to maintain continuity for people where possible.

People should feel confident that those supporting them are well-trained, competent, and skilled. Training was informed by a needs analysis, with the management team working collaboratively with staff to identify the most relevant learning opportunities to meet the needs of individuals. Staff were also encouraged to request additional training when needed, ensuring that the programme remained responsive and person-centred. A blended approach to training was adopted, and staff actively engaged with the learning provided. An induction program for new employees helped ensure staff were prepared for their role. This included shadow opportunities to facilitate introductions with people who experience support.

There were opportunities for staff to discuss aspects of their work, development and wellbeing through team discussions, reflective accounts and formal supervision. This meant staff felt listened to and valued.

People could be confident that safer recruitment guidance had been followed. The management team accepted our feedback on improving interview recording.

Staff were registered with the relevant professional body where required and understood their professional responsibilities.

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 people and clearly outweighed areas for improvement.

People can expect their personal plan to set out their needs, wishes and choices. Overall, personal plans were person-centred and provided detailed descriptions of the daily support each individual required to meet their specified outcomes. Daily documentation of individuals' interactions was well written, offering valuable insights into their daily activities and effectiveness of support. Risk assessments outlined risk reduction measures to promote safety. This ensured that support was tailored to meet the specific needs of each individual.

Reviews of personal plans were undertaken in partnership with people receiving support and/or their family representatives where appropriate. Where needs changed, personal plans were updated. Overall, plans had been reviewed within the last six months to ensure they reflected people's current needs. We highlighted a number of minor points that required updating. However, we were assured that this had not adversely affected the individuals support arrangements. Steps had been taken to address this. Managers responded positively to suggestions made during the inspection to develop assessment and personal planning.

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 ensure that people's care and support needs are appropriately met, managers should ensure that everyone receives regular reviews of their personal plan and at least within a six month timeframe.

This will ensure care and support is consistent with the Health and Social Care Standards, which state: "I am fully involved in reviewing my personal plan, which is always available to me" (HSCS 2.17).

This area for improvement was made on 11 December 2023.

Action taken since then

Most plans had been reviewed within a six-month time frame. Personal plans had been updated regularly, however a few plans required minor updates. Meetings were planned with the relevant individuals to address this.

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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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