

# West Dunbartonshire HSCP Learning Disability Service - Community Connections Housing Support Service

3 Bruce Street  
Dumbarton  
G82 1HY

Telephone: 01389 608 345

**Type of inspection:**  
Unannounced

**Completed on:**  
31 October 2025

**Service provided by:**  
West Dunbartonshire Council

**Service provider number:**  
SP2003003383

**Service no:**  
CS2015341708

## About the service

West Dunbartonshire HSCP Learning Disability Service- Community Connections is based in Dumbarton. The service works with people with learning disabilities and aims to provide support for community activities, creating and maintaining relationships, promotion of independence and managing a safe and comfortable home.

At time of inspection, the service was supporting 32 people living in the West Dunbartonshire Council local authority area. The support was provided by a staff team working alongside people and in consultation with family and carers, as well as relevant health and social care professionals.

## About the inspection

This was an unannounced inspection which took place on 27 and 28 October 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 seven people using the service and eight of their family members
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- consulted with three visiting professionals.

## Key messages

Innovative approaches for providing care and support meant that positive outcomes were being achieved within and outwith the hours that the service were providing to people. Person-led planning was an integral part of the service.

Staffing ratios were well considered and matched with the aims of the service. The staff team were cohesive and worked together effectively.

## 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?	6 - Excellent
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?

6 - Excellent

We found sector leading strengths in aspects of the care provided and how these supported positive outcomes for people, therefore, we evaluated this key question as excellent.

We spent time with management, staff and supported people and found the ethos of the service to be collaborative and supportive. People using the service had very positive outcomes and independence was being promoted as much as possible. The service was using innovative methods to maximise the effectiveness of the supports they were providing. This was having positive impacts for people even outwith their scheduled support times. The service was flexible and proactive in amending schedules to meet people's needs and wishes.

Our observations captured supports that were inclusive, enabling and tailored to the needs of each individual. The activities that were taking place were of benefit to people's mental health and wellbeing as well as physical health. Person-led planning was embedded through service user forums and 'conversation cafés', ensuring that future goals remained at the forefront. Peer support was valued and the service used innovative approaches to enable people to have paid and voluntary work roles. One person said their role, 'Gives me motivation to get out of bed on days when I don't have my own support from the staff, wouldn't get out of bed otherwise'. Others told us, 'Love it here, do so much' and 'get out more and do the things I want'.

Relatives consistently told us they felt included and listened to. They praised the service's ability to offer thoughtful suggestions that improved outcomes for their loved ones. Relatives commented, 'great facility, great service, wonderful people. Can't improve on excellence', 'I really doubt I could leave this area as we would lose them' and 'Very good at building up relationships, all arrive with positive attitude and make her laugh. They really seem to enjoy what they're doing'.

Care plans were thorough, regularly reviewed, and updated in consultation with individuals and their families. Six-monthly reviews were consistently taking place, and there was clear evidence of collaborative working with external professionals to enhance outcomes. Feedback from these professionals was unanimously positive, reinforcing the management team's account. They described the service as flexible, proactive, and person-centred, with a clear benefit to people's health 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.

The service demonstrated a flexible and person-centred approach to staffing, offering a range of support levels tailored to individual needs. Whether through group activities, one-to-one, or two-to-one staffing ratios, people had the autonomy to choose how, where, and when they received support. Staffing arrangements were adaptable, with senior staff stepping in when needed to ensure continuity and consistency. Support was delivered by regular, familiar staff, which helped foster strong, trusting relationships.

Staff worked together as a cohesive and motivated team. Everyone we spoke with expressed genuine enthusiasm for their roles and a strong sense of support from their line managers. Staff told us that any issues raised were addressed promptly, and they felt their voices were heard. Regular team meetings and effective supervision sessions provided space for reflection and professional growth. Importantly, staff described how the support they provided was led by the people using the service. Our observations confirmed this, showing staff knew individuals well and delivered support that was both meaningful and effective.

Support was provided flexibly in both community settings and people's homes, promoting inclusion and independence. This variety allowed people to engage in activities that suited their preferences and lifestyles. While we were assured that staff training was robust, we have asked the service to further consider enhancing first aid training. This would strengthen the team's ability to respond effectively in the event of a health emergency.

**(See area for improvement 1).**

We could see that the staff team were well placed for providing effective supports. Overall, it was clear that staffing arrangements were right and staff worked well together.

### Areas for improvement

1.

To support people's health and wellbeing the provider should ensure the staff team are provided the appropriate level of first aid training to support people with health-related emergencies. This should include but is not limited to community activities, group support or support in people's homes.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

## 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 comply with the Care Inspectorate guidance 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'. The provider should notify the Care Inspectorate of all relevant incidents under the correct notification heading and within the required timeframe.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20)

**This area for improvement was made on 16 May 2023.**

#### Action taken since then

The service had made notifications to us about adult support and protection concerns that they had raised, and for accidents/ incidents at the service. These notifications contained appropriate information and details of how the service had managed these events. We were able to triangulate our notification information with records held by the service. The number of reportable events were low.

**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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.