

# Leonard Cheshire Services (Scotland) – South Lanarkshire Housing Support Service

Cheshire Homes  
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Edinburgh  
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**Type of inspection:**  
Unannounced

**Completed on:**  
5 December 2025

**Service provided by:**  
Leonard Cheshire Disability

**Service provider number:**  
SP2003001547

**Service no:**  
CS2011301087

## About the service

Leonard Cheshire Services (Scotland) - South Lanarkshire is registered with the Care Inspectorate to provide a service to people with learning and physical disabilities living in their own homes. The provider is Leonard Cheshire Services (Scotland).

The service's office is based in Edinburgh although the registered manager is based in another service in Glasgow. At the time of inspection, support was being provided to two individuals living within South Lanarkshire.

The service offers flexible packages of care and support tailored to meet individuals' needs within their own homes. The range of services includes personal care and support, medication administration, and assistance with domestic tasks. Support is provided 24 hours a day, seven days a week.

The registered manager oversees the overall running of the service, with a team leader providing local management and support to the staff teams delivering direct care to people.

## About the inspection

This was an unannounced inspection which took place on 3, 4, and 5 November 2025 between 14:30 and 15:00 hours. Feedback from the inspection was provided on 5 December 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 and complaints information, information submitted by the service, and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with one person using the service and two relatives/carers during home visits
- spoke with three staff and management
- received two emails from staff
- observed practice and daily life
- reviewed documents.

## Key messages

- People received very good quality care that met their needs, and got help with healthcare when needed, leading to better health and wellbeing.
- Families were involved in decisions, and staff worked closely with health professionals, resulting in care that matched what mattered most to each person.
- Good leadership meant staff had clear support and guidance, helping them deliver consistent, reliable care.
- Staff felt supported and worked well together, which meant people received care from a confident and motivated team.
- Although personal plans were in place, improving their clarity would help individuals receiving support and their families to better understand the content.

## 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?	5 - Very 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 people. Therefore, we evaluated this key question as very good.

Staff routinely checked people's health needs and updated personal plans so that support matched what was needed. This meant that care was always appropriate and helped people feel safe and well looked after. If someone's situation changed, staff responded quickly and involved healthcare professionals to ensure the right help was given. Staff demonstrated confidence in addressing safety concerns, maintaining a secure environment for those receiving care.

Strong relationships between staff and health professionals meant people's health and wellbeing were prioritised, ensuring safe and effective care. Whenever health concerns arose, they were addressed without delay, enabling individuals to receive timely support and interventions. This proactive approach resulted in improved outcomes for those using the service and contributed to maintaining consistently high standards of care. Staff followed instructions from healthcare professionals, ensuring that all aspects of care were delivered safely and effectively.

Medication risk assessments were completed to determine each service user's required support. Staff provided assistance in line with these assessments while respecting personal choices. Medication records were mostly accurate and showed people had received the correct medication at the right times, supporting their health and safety. Any recording discrepancies had been identified through the service's medication audit and were being addressed, reflecting the service's commitment to continuous improvement. 'As required' medicines were recorded well, with reasons and outcomes documented, ensuring safe and appropriate medication management.

Families and guardians played an active role in care planning, with their views and feedback valued. This meant that care decisions reflected what was most important to each person and their loved ones, leading to greater satisfaction and improved outcomes. Families were regularly invited to share feedback and take part in reviews, where appropriate. Communication with families was maintained and their input helped shape care planning.

People were able to help choose what activities they did and what food was on the menu, and their likes and dislikes were listened to. This gave them more control and made sure their care suited them. Staff used different ways to keep people involved and made sure those using the service were always at the heart of decisions. People said staff treated them well and included them. When individuals and families were part of care planning and there was clear communication, everyone felt better overall.

## How good is our leadership?

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.

Teamwork was a strong feature of the service, with staff supporting each other and working collaboratively. This created a positive working environment where staff felt comfortable seeking help and offering support. Open, approachable management encouraged communication and reinforced staff inclusion, helping

everyone feel valued and able to contribute to improvements. Overall, the service's structured approach, ongoing review, and commitment to improvement led to safer, more reliable, and higher quality care.

Regular checks (audits) were carried out in the service to make sure everything was running well and people were cared for properly. These checks helped the team identify any problems early. Where inconsistencies were found, they were quickly addressed so standards were maintained. By always reviewing and improving, the service showed it was dedicated to supporting people in a safe and caring way. On some occasions, some of the audits lacked detail on what the issue was. This made it difficult to understand the context and rationale behind the actions that were put in place. The manager agreed to improve record keeping, which would support ongoing improvements.

A service improvement plan was in place, outlining specific actions to enhance safety, reliability, and quality. The plan drew from audit findings and aimed at making continuous improvements. A self assessment was scheduled for the new year to identify further opportunities for development and ensure care remained person-centred and responsive.

The service had some policies that still referred to English laws and language. The service recognised the need to update policies and align documentation with local legislation and regulatory requirements. This would ensure accuracy and compliance with current legal frameworks.

The manager maintained oversight of accidents and incidents, tracking and recording events to ensure safety. Detailed records allowed the service to identify trends and address concerns, supporting a safer environment and ongoing quality improvement.

Incidents were reported promptly to the Care Inspectorate, with thorough compliance to adult support and protection (ASP) processes. Maintaining comprehensive ASP records supported transparency and effective documentation.

## 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/people. Therefore, we evaluated this key question as very good.

The small and consistent team structure had created an environment where staff collaborated well, communicated openly, and proactively addressed the needs of service users. This supportive culture allowed the team to share responsibilities efficiently and work together to overcome challenges, ultimately ensuring reliable care for both staff and those they supported. Although staff generally had a positive experience at work, some mentioned that the induction process could have been improved. Management listened to this feedback and expressed a willingness to enhance the induction in future.

Regular team meetings provided everyone with the opportunity to voice concerns and discuss the quality of care, supporting ongoing improvement and strengthening team communication.

Staffing arrangements were flexible, with duty rotas reviewed regularly to ensure that each individual received the correct level of support as outlined in their personal plans. Adjustments to staffing levels were made when necessary to accommodate planned activities, which helped maintain person-centred care and kept daily routines running smoothly.

Feedback from people we spoke with was positive and highlighted the respectful and dignified way they and their loved one was treated. This reflected the team's commitment to upholding high standards of care and promoting a culture of respect. Staff received straightforward, regular training which covered essential tasks and safety procedures. This practical approach to training ensured staff understood their responsibilities and felt confident in their roles, leading to safe and effective care for service users. Training was kept up to date, so staff remained informed about best practices and they always knew where to go for support when needed, contributing to a positive work environment.

Staff competencies in important areas, like medication administration, moving and handling, and handwashing, were assessed regularly, ensuring everyone had the necessary skills to work safely.

The organisation had strategies to promote and maintain staff wellbeing. Supervision and appraisal sessions took place as planned, tracked using a simple system so staff always knew when meetings were due. This supported personal development and helped staff feel listened to and valued. Staff achievements were recognised in the provider's newsletter and the employee assistance programme offered further support. Staff had easy access to their team leader or manager. There were also proposals to introduce an 'Employee of the Month' award. Other initiatives were used to promote staff wellbeing and support, helping to encourage connection and a positive environment among the team.

## 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 and their families were actively involved in making personal plans for care, ensuring that their wishes and preferences were respected. This approach meant that care plans reflected what mattered most to each person and teamwork between staff and families helped create plans tailored to individual needs.

Personal plans were regularly reviewed to keep up with any changes in health, wellbeing, or individual needs. These plans covered areas such as personal care, nutrition, mobility, and managing risks. If someone's situation changed, staff responded quickly by updating their plan, helping to ensure that care remained appropriate and effective.

The service took a person-centred approach to developing personal plans. Each plan set out clear goals and actions, making it easier for staff to deliver care that suited changing circumstances. Key preferences and choices were included, showing a strong commitment to dignity and respect for each person. Plans also contained details about mental health needs and strategies for managing stress or distress, meaning staff were well prepared to offer the right support.

Information about each person's capacity and Power of Attorney (POA) was documented, helping staff understand who could make decisions and supporting effective consent processes. Six-monthly care reviews included all relevant parties, making sure that people with decision-making powers were involved.

However, personal plans were often long and sometimes contained repetitive information. The service recognised that there was room to make these plans more person-centred and easier to follow. Improvements, such as tailoring content to individual strengths and preferences, reducing repetition, and using more visual aids and clearer layouts, would make the documents more accessible and engaging for everyone. These changes would encourage better understanding and greater involvement in care planning (see area for improvement 1).

## Areas for improvement

1. The service should improve personal plans to be more organised and easier to follow, so that information is accessible to everyone. In doing so, personal plans should be well structured and in a format that helps people understand and engage with them.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I receive and understand information and advice in a format or language that is right for me' (HSCS 2.9).

## 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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good



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