

C-Change Scotland Housing Support Service

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Unannounced

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Service provided by:
C-Change Scotland

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About the service

C-Change Scotland provides a housing support and care at home service to adults and young people (aged 5-16) with learning disabilities and/or physical disabilities, or mental health issues. The organisation's head office is based in Glasgow.

C-Change Scotland provides individualised support to people who may live in their own home, or live within the family home in Glasgow, (and surrounding areas), Falkirk, North and South Lanarkshire, West Lothian, and Perth and Kinross.

Support provided to people ranged from a few hours a week to 24 hours a day. At the time of the inspection the service was provided to 72 people across the registered branch.

About the inspection

This was an unannounced inspection which took place between 25 and 28 November 2025. The inspection was carried out by two inspectors 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. During inspection we:

- spoke with 10 people using the service and five of their relatives
- spoke with 12 staff and the management team
- gathered the views of three external professionals
- observed practice and daily life
- reviewed documents.

Key messages

People's health and wellbeing benefitted from effective assessment, and monitoring of their needs, and pro-active collaboration with external professionals and services.

The service was responsive to people's evolving needs.

People were central to their support planning, and were listened to, respected, and valued.

People participated in a wide range of meaningful activities of their choosing.

The staff team worked well together to help people achieve their ambitions.

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 staff team?	5 - Very Good
How well is our care and support planned?	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 made an evaluation of very good for this key question. There were some major strengths in supporting positive outcomes for people, with very few areas for improvement.

Staff were compassionate, supportive, and clearly committed to supporting agreed outcomes for people. Dignity and respect were evident in the interactions we observed. Staff provided the right support at the right time, to support people to make the most of communication opportunities. People who used alternative ways of communicating, were effectively helped to have their voices heard by staff, who were knowledgeable about their unique communication needs. One person told us that they "trusted their staff to help them be understood", while another told us that they "felt listened to."

People's achievements were recognised and celebrated, and people's outcomes were consistently positive. Examples included swimming, day trips, holidays, joining a choir, and performing in public, meeting friends, and socialising. Comments from people included:

"Fantastic,' 'Could not ask for better,"

"The best thing? Everything."

People's health and wellbeing needs were met through positive collaborative working with external agencies and intervention of various health and social care professionals e.g. District Nursing and Community Psychiatric Nurses, GP, Psychiatrist, and Adult Mental Health Team. This meant that the service was prepared to respond in the event that a person's health or well-being deteriorated. Feedback from professionals we spoke with was positive, and confirmed that the service consistently provided high quality care, in particular in relation to people's evolving needs. Comments from professionals we spoke with included:

"The team's consistent care, proactive risk management, and collaborative approach have played a key role in (my client's) continued progress."

"I have been impressed in recent months of the work being done by C-Change."

"Always fantastic communication with us as health professionals."

"The warmth and skill of support workers to help people progress and learn new skills has been exceptional in the cases in which I have been involved."

There was a culture of joint responsibility and decision making from staff and people who experience care. Individuals supported had access to communication platforms, this ensured individuals were empowered to shape their support arrangements, and contribute to the direction of the organisation. Family members and individuals with lived experience were part of C-Change's Board of Trustees.

People who may have been potentially excluded or isolated were sensitively encouraged in a well-planned way to overcome barriers, and become fully participating members of their local community. Rights-based values were evident in the practice we observed. One family member told us, "At the start I liked their ethos, and they have delivered."

Medication was managed well. There were clear and well-maintained systems and protocols in place, to ensure that people received their medication safely. If people refused their medication, for whatever reason, there were both proactive and responsive agreed strategies in place to minimise any potential harm. Medication was managed in a dignified way, and reflected people's choices.

Some people were supported to maintain their own homes and tenancies, and develop life skills such as budgeting, shopping, preparation of food, cleaning, and other domestic activities as part of their daily life. Choice and independence were clearly promoted.

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. There were some major strengths in supporting positive outcomes for people, with very few areas for improvement.

There was small, dedicated, and committed staff teams working for each person. This meant that staff and people knew each other well, and staff were skilled at recognising and responding to changes in people's wellbeing. Relationships and interactions we observed were friendly, respectful, caring, and genuine. This promoted people's dignity and self-esteem, and created an open and honest environment, which helped people talk about things that were important to them, be listened to, and work toward solutions. Discussions and interactions we observed assured us that relationships were based on trust. This meant that people felt included, listened to, and valued.

Staff were committed to helping people achieve their individual outcomes and get the most out of life. There was a good mix of skills and experience within the team. Staff knew people well, and were skilled at sensitively supporting people's needs, wishes, and evolving needs and wishes. Support was provided in a dynamic and flexible way to meet people's changing circumstances, for example if an opportunity arose for the person at short notice, or the person changed their mind. The staff and management team were creative in the co-ordination of support, and worked collaboratively to help people achieve their outcomes. Staff told us they could rely on each other and the management team. This created an inclusive and collaborative culture, promoted open and honest communication, and offered people, relatives, and staff opportunities to express their views. Regular team meetings and informal discussions that involved people and their families, if appropriate, provided forums for this.

The service worked creatively to ensure people supported participated in the recruitment and selection process for their teams. One person told us "Going to do all interviews. Been thinking about questions." Staff received a comprehensive induction process specific to the person they worked for. This process involved meeting and relationship building, and working alongside experienced colleagues. This helped ensure that people received support from the right people for them.

Overall, staff commented positively about training provided, and support from the management team. Staff training and development processes helped to ensure that people could be confident the staff team could meet their needs, and the staff team felt valued.

People were very happy with the support they received. The service responded to people's wishes about the people who supported them, offering opportunities for people to be supported by different people according to their choice.

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question, as there were major strengths which positively impacted people's outcomes, with very few areas for improvement.

People should expect their personal plan to reflect their current needs, wishes, and choices. People, their families, and health professionals were involved as appropriate in the personal planning process. This helped to ensure that people were supported according to current needs and best practice, and helped to keep them well.

Individual support arrangements and associated documentation had been reviewed, electronic personal plans, were clear, well laid out, and user friendly. Personal plans evidenced up-to-date health assessments, personalised support strategies, and associated risk assessments. These were detailed, and concise, and guided staff clearly in how to deliver support according to the individuals needs and preferences.

The online personal planning system ensured currency of information, and enabled effective management overview of people's plans. People were fully involved and took ownership of their personal plans, and the care they received. Any associated risks were assessed and reviewed, with multidisciplinary input, if someone was deemed at risk of harm to themselves or from others. Identified risks were managed sensitively, using the least restrictive options, and assessments were regularly reviewed. This kept people safe without unnecessary restrictions.

Agreed protocols to keep people safe were clear and concise, and demonstrated collaborative working with external support, such as Community Psychiatric Nurses and Health and Social Care Partnership colleagues. This promoted safety and independence.

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 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?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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