

Lanarkshire Association for Mental Health

Individual Support Service

Housing Support Service

Lanarkshire Association For Mental Health Wellbeing Centre
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Type of inspection:
Unannounced

Completed on:
8 January 2026

Service provided by:
Lanarkshire Association For Mental
Health

Service provider number:
SP2004005810

Service no:
CS2004068417

About the service

The service provides support to individuals in their homes and within the community to promote and improve mental health and wellbeing. It operates across Lanarkshire, including Coatbridge, Cumbernauld, Kilsyth, and Airdrie.

Funding is primarily through Self-Directed Support (SDS), with a focus on reducing the risk of hospital admission and enabling people to remain supported within their communities. At the time of inspection, the service was actively supporting 12 individuals.

About the inspection

This was an unannounced inspection which took place on 6, 7 and 8 January 2026. 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 three people using the service
- spoke with three staff and management
- reviewed documents
- spoke with visiting professionals.

Key messages

- Positive team culture with regular meetings promoted openness, trust, and collaboration.
- Supportive, encouraging management created a safe space for discussion and problem-solving.
- Staff felt valued and well supported, even when facing challenges.
- New staff experienced a welcoming, thorough induction and settled quickly.
- Records were maintained, but paper-based formats limited clarity; headings could better support responses.
- Updating paperwork layout and considering alternatives to paper formats would improve clarity and accountability.

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

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.

There was clear evidence that people's health and wellbeing consistently benefitted from the care and support provided. Some examples were reduction in alcohol and drug use, improved motivation, support with budgeting and attending appointments. Some comments from people included: "I've come a long way with staff support," "Staff support me to get my house cleaned," and "I would not change a thing about my support."

Staff demonstrated a strong understanding of individuals' physical, emotional, and communication needs. Care plans clearly captured people's choices, preferred outcomes, and what mattered most to them. This meant people's rights and choices were acknowledged and supported. One comment from a person was: "My confidence and motivation is building, I will go out sometimes myself which I'm proud of, I've wanted to go swimming for exercise and we have planned for this in the better weather."

Staff adopted creative and proactive approaches to supporting people to make informed decisions; for example, flexible support visits to suit the person, informal conversations during meaningful activities (such as walks, exercise sessions and mealtimes) to explore people's goals, anxieties, and aspirations. This was also enabled by the trusting relationships built between staff and people experiencing care.

Wellbeing focused prompts, including 'check ins' face to face or by phone offered a sense of security to people. If people felt anxious or had queries out with staff support hours they could phone and speak to the manager or member of staff. This alleviated any escalation of their anxieties or behaviours.

The team demonstrated effective multi-agency working, maintaining productive relationships with key partners including the Health and Social Care Partnership, the community psychiatric nurse, and addiction services. These established professional links contributed to a coordinated and holistic approach to care, resulting in improved support for people's health and wellbeing.

The existing documentation used to record prompts is sufficient for the level of support being provided. For best practice, a recording sheet should be provided for staff signatures should the service wish to adopt a more structured format.

Some medications were stored in locked facilities accessible only to staff, which increases the service's responsibility for robust monitoring. Regular medication counts, recorded by staff and audited by both the manager and deputy, would strengthen accuracy, safety, and governance. The manager assured us this would be implemented immediately.

Improving the quality of six-monthly care plan reviews and goal setting is vital to keep plans meaningful and person-centred. Reviews should clearly show progress and include SMART goals, as this helps staff evidence how support impacts health and wellbeing and ensures outcomes are evaluated effectively (see area for improvement 1).

Areas for improvement

1. To strengthen care plan reviews, the provider should improve the structure and detail of documentation, ensuring reviews include clear, person-centred analysis and SMART objectives. This will help staff demonstrate how care supports health and wellbeing and enable more effective evaluation of outcomes over time.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This area for improvement was made on 13 January 2026.

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.

Staff demonstrated a strong level of knowledge, skill, and commitment when responding to complex situations. Their calm, consistent, and person-centred approaches contributed to several positive outcomes, including improved stability, increased engagement, and strengthened coping strategies for the individuals they supported.

Staff training was consistently well attended and delivered to a high standard, covering a range of relevant and specialist subjects. This included Applied Suicide Intervention Skills Training (ASIST), Stress and Distress, Adult Support and Protection, and Trauma-Informed Practice. The breadth and quality of training ensured staff were highly skilled and confident in responding to complex needs and varied situations, enabling people to receive safe, informed, and compassionate support.

Paper-based formats sometimes limited the clarity of written entries due to restricted space. These issues were also noted within supervision records and care plan reviews. As a result, the recordings and content were brief and did not reflect meaningful outcomes. Improving the paperwork layout, staff recordings and staff completion of documents would enhance the current good practice in place.

Team meetings were held regularly and routinely attended by support staff. Staff spoke openly, shared their views with confidence, and showed genuine passion for achieving incredibly good outcomes for the people. The manager's consistent praise, and supportive guidance helped staff feel at ease when discussing challenges and working together on solutions.

Staff feedback was overwhelmingly positive, reflecting a strong culture of support and value. Despite challenges, such as vacancies or geographical coverage, staff reported feeling well supported and appreciated both professionally and personally. A recently recruited team member described their induction as welcoming, thorough, and reassuring, enabling them to settle quickly and feel part of a skilled and strong workforce.

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

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