

Partners for Inclusion Housing Support Service

West Kirk
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Type of inspection:
Unannounced

Completed on:
20 January 2026

Service provided by:
Partners for Inclusion

Service provider number:
SP2004004872

Service no:
CS2004069745

About the service

Partners for Inclusion is registered to deliver a Housing Support and Care at Home Service to people over the age of 16 years with a learning disability and/or mental health issues. The provider is Partners for Inclusion.

The service is delivered across East Renfrewshire, Renfrewshire, Glasgow City, East, South and North Ayrshire. The service supported 107 people at the time of the inspection.

The registered manager is supported by their professional and operational management team, based in the service's headquarters in Kilmarnock. Each person supported lives in their own home, with a small staff team providing tailored support to meet their individual needs.

Packages of support hours vary from a few hours per week to 24 hours per day, enabling people to live independently.

Partners For Inclusion's mission is to help people live and flourish with dignity and independence.

We believe:

- Every person is unique, equal, and gifted. We recognise and celebrate individual strengths and contributions.
- Everyone has the potential to grow. We support people to develop at their own pace, in their own way.
- Dignity, choice, and human rights are paramount. We uphold and respect these fundamental principles in all we do.
- Relationships are key to wellbeing. We actively nurture and support personal connections, recognising their vital role in a fulfilling life.

About the inspection

This was an unannounced inspection which took place on 14, 15, 16, 19 and 20 January 2026 between the hours of 10:00 - 16:30. 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 12 people using the service and six of their family
- spoke with 14 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People experienced caring, respectful, and highly personalised support that promoted their health, wellbeing, and independence.
- Staff had strong relationships with people and a detailed understanding of their needs and preferences.
- Personal planning was of a very high standard and clearly reflected people's outcomes and wishes.
- People were supported to live active lives and remain involved in their communities.
- Leaders had effective systems in place to monitor quality and respond to concerns.

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 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

Quality Indicator: 1.3 - People's health and wellbeing benefits from their care and support

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 supported people with genuine warmth, kindness, and respect. Interactions were unrushed and responsive, and people appeared relaxed, happy, and comfortable with staff. Staff knew people extremely well and spoke about them in ways that showed strong commitment and respect.

People's health needs were well understood and carefully monitored. Records showed staff identified changes in health promptly and contacted relevant health professionals when required. External professionals told us the service was proactive and communicated effectively regarding people's health and wellbeing.

People were supported to make healthier lifestyle choices, including with eating and drinking, physical activity, and daily routines. Support focused on promoting independence while ensuring people felt safe and reassured.

People were supported to maintain meaningful routines and connections within their communities. Many attended groups, activities, and social opportunities that reflected their interests and supported their confidence and independence.

Families consistently told us the service listened to them and valued their input. They felt involved in planning and decision making and described positive outcomes for their relatives.

Medication was generally managed safely. The service had policies, staff observations, and regular audits in place. However, we found that recording of 'as required' medication was not always consistent, and existing audits did not always identify this. Managers responded proactively to medication errors and recognised this as an area for them to improve.

Appropriate paperwork was in place for people who lacked capacity, detailing power of attorney and who the service should be consulting with regarding the person's care.

How good is our leadership?

5 - Very Good

Quality Indicator: 2.2 Quality assurance and improvement is led well

We found significant strengths in aspects of the management and quality assurance procedures in place and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The service had a range of quality assurance systems in place, including audits, observations of practice, incident analysis, supervision, and complaints monitoring. These systems supported managers to maintain oversight of the service and identify issues promptly.

Accidents and incidents were recorded and reviewed, with learning shared through reflective discussions and debriefs. This helped reduce risk and supported continuous improvement.

Leaders were visible and accessible. People, relatives, and staff told us managers were approachable and responded appropriately to concerns and feedback.

The service used an electronic improvement planning system to track organisational priorities and developments. While this supported oversight, it functioned more as a governance tracker than a fully outcome focused improvement plan. The service had identified self evaluation as a way to strengthen this area.

Oversight of staff training, supervision, and professional registration was in place. However, management systems did not always allow easy access to compliance data. Leaders recognised this limitation and had plans to improve their systems.

Staff spoke positively about working for the organisation. They felt well supported, valued, and confident in their roles.

Overall, leadership was effective and supported a strong culture of care and improvement.

How well is our care and support planned?

5 - Very Good

Quality Indicator: 5.1 Assessment and personal planning reflects people's outcomes and wishes.

We found significant strengths in aspects of assessments and personal planning and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Personal plans were detailed, clear, and written in a person centred way. They set out what mattered to people, how they wished to be supported, and the outcomes they wanted to achieve.

Health, wellbeing, and communication needs were clearly recorded, with guidance that was easy for staff to follow. Plans included thorough risk assessments that balanced safety with positive risk taking and promoted people's independence.

There were clear step by step guides to support people during periods of anxiety or distress. These were well understood by staff and used in practice.

Reviews were completed regularly and involved the right people, including relatives and professionals where appropriate. We observed reviews where people were actively involved and their views were central to decision making.

Daily records and observations of practice confirmed that support provided matched what was written in people's plans.

Overall, care planning was a clear strength of the service and strongly supported people's rights, choices, and wellbeing.

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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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