

# West Dunbartonshire Council Learning Disability Service Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
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**Service provided by:**  
West Dunbartonshire Council

**Service provider number:**  
SP2003003383

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CS2004077077

## About the service

West Dunbartonshire Council Learning Disability Service was registered by the Care Inspectorate on 1 April 2011 to provide a service to adults with learning disabilities living in their own homes.

The service provides housing support and care at home to seven individuals residing in their own homes across the Balloch and Dumbarton areas. One property accommodates four gentlemen, while the second property supports one gentleman and two females. Both locations are situated within close proximity to local shops, community amenities, and public transport links.

The service supporting three individuals had recently relocated to their current home in August 2025. This property is situated within a residential area.

## About the inspection

This was an unannounced inspection which took place on 27, 28 and 29 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 seven people using the service and one of their relatives
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- Regular health appointments, such as podiatry, oral health, and wellbeing checks, were maintained.
- Staff continued to demonstrate their commitment and great knowledge of people.
- Medication was handled safely and correctly, giving confidence that health needs were well managed.
- Activities helped people stay active, stimulated, and socially included.
- People enjoyed choosing calm spaces, listening to music, and relaxing in their own rooms, creating a more peaceful atmosphere.
- Moving to a new, purpose-built home greatly enhanced comfort, safety, and independence.
- People continued to be supported to their favourite holiday destination.
- The manager and senior staff were highly supportive, creating a positive environment for the whole team.
- Their focus on staff wellbeing helped ensure that people received consistent, high-quality care from a confident and valued workforce.

## 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.

People experienced clear improvements in their quality of life following the move to a new property that was fully fit for purpose. The environment was designed to meet individuals' assessed needs, providing a safe, comfortable, and enabling space that supported their wellbeing. Its location within a well-established residential community promoted inclusion and belonging, enabling people to participate more actively in everyday community life.

Staff reported that people's mental health had noticeably improved since moving to the new house. There had been fewer episodes of stress and distress, and individuals were making positive use of their personal space. People were choosing their own rooms as calm, relaxing areas where they could listen to music and enjoy the views. This contributed to a more settled atmosphere and enhanced emotional wellbeing.

People's healthcare needs were responded to promptly due to staff vigilance and their strong understanding of individuals' changing presentations. Routine health checks, including podiatry, oral health, and wellbeing clinics, were attended regularly, ensuring ongoing monitoring and early intervention when required. Medication was administered and prompted safely and competently, with appropriate recording and staff signatures in place. This provided a high level of assurance that people's health needs were well supported and managed in line with good practice.

Nutrition and hydration intake was monitored and recorded when necessary. Staff demonstrated a good understanding of people's dietary preferences. This proactive approach meant that people were supported to maintain their overall health and wellbeing.

People benefitted from varied and meaningful access to social activities throughout the week. These ranged from regular community-based experiences. Such visits to local cafés and shops, and larger planned outings to Safari parks and Bonfire nights. This offered a good balance of everyday participation and broader opportunities, supporting people to remain active, stimulated, and included in their community.

Evaluations described how individuals had engaged with the activity and the extent to which they enjoyed it. Reflections on any challenges or barriers that arose were recorded with recommendations for future planning. This approach demonstrated a strong commitment to continuous improvement and wellbeing, ensuring that risk was regularly reviewed in a meaningful way. As a result, activities remained safe, appropriate, and personalised, enabling people to get the most out of their experiences.

## 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 were appropriately trained for their roles, and mandatory training was kept consistently up to date. Staff also benefitted from a blend of online and face-to-face learning, with many commenting that the in-person sessions felt more particularly meaningful, and enhanced their confidence and understanding.

Additional training opportunities were already being explored to further strengthen staff skills.

Staff reported feeling well equipped to deliver high-quality support and to achieve positive outcomes for people. This reflected a strong commitment to professional development and contributed to the overall standard of care observed.

Staff agreed that additional training in supporting people with neurodivergence would be beneficial. Particularly as some individuals, while not formally diagnosed, displayed behaviours consistent with neurodivergent profiles. Enhancing staff knowledge in this area would further strengthen their ability to respond confidently and appropriately, especially when people experience stress or display distressed behaviours.

Staff supervision was taking place regularly for most staff, and the team also benefitted from working closely alongside senior staff. This allowed for frequent informal discussion about practice and any personal or work-related concerns. Staff consistently reported feeling well supported by both their seniors and the registered manager, describing them as caring and attentive to staff wellbeing.

Staffing levels had been incredibly good in recent months, and staff felt generally satisfied that they were able to meet people's outcomes. A small number of staff commented that some individuals would benefit from additional one-to-one time to enable more opportunities for community activities and outings. However, improved forward planning and more effective deployment of existing staff across the shift may also address these concerns.

Overall, the service demonstrated a positive culture of support, learning, and reflection, with staff feeling valued and equipped to provide high-quality care.

Infection prevention and control practices were of a high standard. Staff demonstrated strong knowledge and applied safe infection control measures in their day-to-day practice. Equipment and environmental controls, including waste bins and bathroom areas, were clean, well maintained, and met expected standards. This contributed to a safe environment and reduced the risk of infection for people using the service.

## 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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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