

Enhance Living Support Services Support Service

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Type of inspection:
Unannounced

Completed on:
15 January 2026

Service provided by:
Enhance Living Support Services Ltd

Service provider number:
SP2015012516

Service no:
CS2015338260

About the service

Enhance Living Support Services provides care and support to people living in North and South Lanarkshire Council areas. It operates from offices in Coatbridge.

The people supported by Enhance Living Support Services have a wide range of needs. The type of support varies depending on people's needs. Some people receive support throughout the day to assist with personal care, meals and medication. For a small number of people with complex medical conditions and support needs, care is provided 24-hours per day.

The service works closely with family members as well as health and social care professionals to achieve the best possible outcomes for people.

Forty-seven people were supported at the time of this inspection.

About the inspection

This was an unannounced inspection which took place on 13, 14 and 15 January 2026 between 10am and 4pm. The inspection was carried out by an inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the 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 six people using the service, including four home visits
- spoke with five family members
- spoke with eight staff and management
- received 17 responses from staff to our electronic survey
- heard from five health and social care professionals by electronic survey and email
- reviewed documents.

Key messages

- Care and support provided by Enhance Living Support Services was built around the needs of the individual
- People supported by the service spoke positively of the service, particularly the staff.
- Families valued the care provided and felt involved as care partners
- Staff were well supported by management and benefit from relevant training.
- Health and social care professionals told us the service worked hard to support people to get the best out of life.

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.

Before agreeing to provide support, the service took time to understand people's individual needs and preferences. We saw instances of the provider seeking out additional staff training and advice from health services before agreeing to work with some individuals. The provider ensured, wherever possible, staff were matched to the individual.

Support plans were designed around the individual and provided information about the person's life including background, family networks, interests and hobbies. Staff were guided on how people should be assisted for instance, when moving around or becoming upset. Care staff were in regular contact with managers to ensure that care was provided as planned or to discuss any changes that might be required. This ensured support helped people get what they wanted out of life.

Reviews of care took place on a six-monthly basis or more often if required. These looked at what was working and any changes needed. The person supported, families and relevant professionals from social work and health were involved, when appropriate. Who attended reviews and their roles were not always clearly recorded. The provider has agreed to address this following the inspection.

Families were very positive about the service provided. Some said they felt they and the service worked as a team. For instance, if someone was reluctant to eat or take medications, staff and families shared experiences and ideas. We heard of families suggesting words or phrases that would encourage people. They and the staff would then use these, so the person received a consistent approach. Families said this approach worked well and to the benefit of the individual.

One person told us that they wanted involved in moving and assisting training for staff because the training was about them. The provider agreed and the person attended the training. This meant the individual played a key role in how essential support was provided, taking into account their health conditions and preferences. This shows an openness on the part of the service to listen to people about how they are supported.

Health and social care professionals were complimentary about the service. Some were very closely involved with some of the people the service provided. They mentioned good communication and shared approaches to leading to positive outcomes for people. They indicated the service worked well with families as well as the individual and this approach had positive effects on their wellbeing.

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.

People and families were mainly very satisfied with the consistency of staffing in terms of having the same staff visiting at regular times. They told us staff were kind, patient and respectful.

From our surveys and interviews with staff, it was clear staff enjoyed their work and believed they made positive differences to people's lives.

The service had a comprehensive training programme in place. Mandatory training included personal care, supporting people with medication and keeping people safe. The provider had introduced advanced training on dementia to give staff additional skills in understanding and assisting people achieve positive outcomes. Additional training was provided if people had specific conditions or needs not covered by the main training programme. For instance, specific types of seizures. Staff were confident that if they wanted more or different training management would respond positively.

The provider used direct observations of practice or spot checks to be reassured that care was being provided as intended and staff were following good practice. This included areas like supporting with medication, personal care and meals. Staff told us they appreciated having supervisors observing their work and feeding back to them on how well they did and any areas for changes.

Supervision was provided in a regular basis. This gave care staff and their managers time to consider any concerns or developments with service users. It also allowed for discussion on how staff might want to progress in care work, their current performance and any support they required. These sessions were valued by care staff and they said they felt listened to and respected by managers.

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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