

West Dunbartonshire Council Sheltered Housing Housing Support Service

Clydebank Health & Care Centre
Queens Quay Main Avenue
Clydebank
G81 1BS

Telephone: 01419 516 188

Type of inspection:
Unannounced

Completed on:
16 January 2026

Service provided by:
West Dunbartonshire Council

Service provider number:
SP2003003383

Service no:
CS2004077072

About the service

At the time of inspection, West Dunbartonshire Council Sheltered Housing supported 210 people living in nine complexes within the local authority area. The service utilises sheltered housing supervisors to provide support on a twenty four hour basis, seven days a week. There is a designated sheltered housing supervisor at complexes on day and back shifts. Night shift is covered by a team responding to people across the complexes as required. The service aims to provide appropriate support for promotion of independence within a safe, secure environment. There were opportunities to access common rooms for social activities and events.

About the inspection

This was an unannounced inspection which took place on 12, 13 and 14 January 2026 between the hours of 10:00am and 17:50pm. The inspection was carried out by three inspectors from the Care Inspectorate and with the support of two inspection volunteers. 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 40 people using the service and eleven of their relatives
- visited seven out of nine sheltered housing sites
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- spoke with two visiting professionals
- reviewed survey results from eleven supported people

Key messages

The service was supporting people's health and wellbeing to a very good standard. People and relatives were positive about the service and the support that was provided.

The staff team were able to respond effectively and timeously when they were called upon, giving appropriate support as needed. However, the service should make sure that supported people know that there is still staff cover in place when sheltered housing supervisors are off-site.

Mandatory staff training had high completion rates, but the provider should equip staff with first aid training, as well as specific training for more complex care supports that are to take place. Training and knowledge should be confirmed by utilising competency-based observations.

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's care plans were in place and had been regularly reviewed to ensure they were up to date. These were discussed with people and enabled effective supports to take place. The service were responsive to requests for support when people asked for this. Supports were person-centred and based on people's needs and preferences. Feedback we got from people and their relatives was very positive. People told us, 'Can't think of anything that could be improved', 'Runs like clockwork' and 'If I need anything I can buzz or phone'. People described a sense of community and liked the reassurance provided by the service to keep them as safe and well as possible. The service worked closely with other agencies and made appropriate referrals when needed. We received feedback from external social care professionals who had positive working relationships with the service.

Safety and security checks routinely took place. These were recorded and audited by senior staff. The service could evidence that they took appropriate actions if there were accidents or incidents that had occurred. Each facility had a common room which people could choose to access as much as they wished. Activities were based on what people requested and enjoyed, varying from social gatherings, meals and inter-generational projects. Garden areas provided an additional resource for people to use and keep themselves active. During organised activities we observed some lovely interactions between people and staff that were warm and positive.

Overall we found that people's health and wellbeing was supported very well by the service, with interventions being timely, responsive and effective.

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 gave us very positive feedback about the staff team and it was clear that people were receiving effective relationship-based support from the sheltered housing supervisors. Staff knew people well and were able to respond flexibly to their needs. People told us that staff arrived quickly if they were required. There were effective handovers between staff shifts and people were informed about who was working that day, night or weekend.

Staff we spoke to were positive about their roles and they engaged positively with people they were supporting. Some vacancies were in the recruitment process and this should strengthen coverage across the variety of sites. Some people told us that they were anxious about times when no staff were on-site, for example, if supervisors had been called out to support elsewhere. Positively, there were no poor outcomes for people that related to this and there was no evidence that people had experienced longer response times. At the time of inspection the management team were actively monitoring the impact of staff working off-site and how staff deployment could be improved. We did ask the service to make sure that supported

people were fully aware of the mechanism for response calls when staff were off-site. This would help people to feel assured that local support was still available.

(See area for improvement 1).

Staff training had been completed to a high percentage and staff told us that there was a mix of online and face to face learning. We did feel that first aid training for staff should be in place as they may be called on to provide support during emergency situations for people. Staff should also have a working knowledge and competence level for any support tasks that they may be called on to provide, for example, catheter or stoma care. Although these supports are ordinarily carried out by another agency, we were aware of times when sheltered housing supervisors had been required to assist.

(See area for improvement 2).

Whilst there was no evidence to suggest that this had led to poor outcomes staff should feel competent when called upon (see 'outstanding areas for improvement' later in this report).

We were assured that there was effective staff coverage in place and that the team were a cohesive and experienced asset to the service.

Areas for improvement

1.

To support people's health and wellbeing the provider should ensure that people are aware of, and reassured by, the mechanism for summoning support when staff are off-site.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'I am confident that people respond promptly, including when I ask for help' (HSCS 3.17)

.

2.

To support people's health and wellbeing the provider should ensure staff are trained with regards to:

- a) an appropriate level of first aid training
- b) any health related care interventions for those they are likely to support

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The service should routinely issue surveys and/or seek formal feedback from people using the service/their representatives and external stakeholders. This information should be analysed, collated and used to inform the service development plan.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'I can be meaningfully involved in how the organisations that support and care for me work and develop' (HSCS 4.6).

This area for improvement was made on 22 April 2024.

Action taken since then

The service had begun to collate survey results from staff and external professionals and this activity had actively been in progress during our inspection visit. We did not see any examples of survey results with regards to people using the service or their representatives. However, we did see that some feedback from people was sought during audits that took place at each housing service. The examples that we read contained positive feedback. However, it was not clear how findings would be analysed and acted upon. The service had not yet fully embedded this quality assurance process into their ongoing development planning.

This area for improvement has not been met and will be repeated.

Previous area for improvement 2

The service should undertake regular spot checks on staff competencies in key areas. This should include, but not limited to, IPC standards.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 22 April 2024.

Action taken since then

Some staff told us that competency observations had taken place with regards to their work practices. Some other staff had not been involved in these checks and observations were not yet a routine quality assurance measure. The service were in the process of developing a system to support how they analyse and use the information gathered. This had not yet been applied in practice.

This area for improvement has not been met and will be repeated.

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
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.