

Enable Scotland East Argyll & Bute Housing Support Service

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Type of inspection:
Unannounced

Completed on:
21 January 2026

Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
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Service no:
CS2004061920

About the service

Enable Scotland East Argyll & Bute provides a combined housing support and care at home service to adults with learning disabilities, mental health problems and physical disabilities.

The service provides support to people in their own home and also helps people access their community. Support is individually designed around people's needs.

The main office base is in Helensburgh and the service operates across Helensburgh and Dunoon areas. Forty-seven people were supported at the point of inspection.

About the inspection

This was an unannounced inspection which took place on 19 - 20 January 2026 with feedback on 21 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 13 people using the service and two of their family, eight people responded to our survey
- spoke with 14 staff and management, 22 staff responded to our survey
- reviewed the responses from three visiting professionals who responded to our survey
- observed practice and daily life
- reviewed documents.

Key messages

- People were treated kindly and experienced very good care and support.
- People's health and wellbeing needs were being met.
- Staff worked well together to ensure people received responsive care and support.
- The provider should review medication competency checks and their frequency levels.
- Care plans were well written and contained meaningful information about people.

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
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

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.

We spent time with people in their own homes and were impressed with the friendly, easy relationships that existed between people and staff. Staff knew people well, they knew what brought them joy and fun to their day and what made a day harder to get through. One person told us "I'd give them all a good report", and told us about the difference their involvement had made in improving their physical health.

Families spoke highly of the support offered to people. One person told us that having the service made a massive difference to their relative's life and wellbeing. It ensured they got to college and were involved in local clubs which kept them in touch with their friends. Having the service also supported them as a carer allowing them to continue in employment. Positive relationships and having a sense of purpose contributes to good emotional wellbeing. Having the service increased people's opportunities to live their lives interacting with family, friends and staff.

Staff could identify changes in people's wellbeing and were proactive in contacting health staff for appropriate advice and guidance. Staff also worked well with external colleagues to improve people's lives by referring people to the right services at the right time. We met people who found their lives had improved by accessing new aids and equipment to make their lives easier. One person spoke with delight about their world opening up with a new powered wheelchair. A powered bed not only offered more comfort for a person's sleep, it also helped them and staff to carry out dressing and bandage support better. That resulted in a huge improvement to a person's physical health and wellbeing. People's overall wellbeing was enhanced by staff who sought and followed best practice guidance from health staff.

People were supported by staff who worked hard to support people to lead the life they wanted to live. Staff reflected on what could be better for people. A few people found it hard to express themselves and that could result in them becoming distressed and appearing quite angry. Leaders and staff worked hard not just to support communication, they also explored how environments can be changed to suit people rather than expecting them to change their behaviour. We were confident that leaders and staff looked at people's holistic needs and sought to address inequalities to allow people to experience well lived lives.

Staff worked well to support dietary changes which lessened a person's need for medication. Medication support was generally well-managed which kept people safe and well. We did find a few out-of-date legal authorisations for medication support. Management dealt with those quickly and effectively. It is important that these are kept in date to uphold people's rights. We were confident that more robust checks on such documentation will be used in the future given the positive response to our findings. There was also room for more frequent, meaningful medication observation checks. That would further increase people's confidence in staff competency and the continued safe support of people.

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 benefited from a staff team who demonstrated high levels of kindness, dedication and professionalism. Relatives' comments included: "The care and support is exemplary" and "Staff bend over backwards to accommodate my relative's needs." We observed multiple situations where staff supported people with encouragement, positivity and a good laugh. Several people did not use verbal communication and we were impressed with staff responses to people's non verbal communication. People sought out staff which indicated their sense of trust in staff. We were confident that relationships between staff and people were positive, consistent and caring.

Staff worked well to provide care and support when people needed it. They were flexible and ensured changes in people's plans were responded to such as changing visit times to suit an appointment or to go out to a new event. The service had a few vacancies but were actively recruiting. Staff filled gaps which ensured a consistent team remained in place to support people. Leaders worked diligently to ensure the right staff were matched to people with their strong focus on having staff with the right values in place. That meant people were supported by staff who respected them as individuals and were committed to providing support to help them thrive.

We were impressed with joint working that went on in one area between the service and another provider. Good staff relationships and communication between the teams had resulted in very good planning to offer the best support for people. People benefited from the consistent, joined up approach they were offered.

Overall, staff felt well supported with a visible and approachable leadership and management team. Staff felt well supported by the local administration team and by different external teams within Enable. They also felt they worked well within their small teams with good communication noted as a strength. However, the Dunoon based team expressed frustration at a lack of a permanent office base. Temporary arrangements were in place but they were not ideal in the longer term. We were confident that the provider had started exploring office options and we look forward to seeing the outcome of this in our next inspection.

How well is our care and support planned?**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 needs, wishes and choices were well recorded within their care plans. Plans were personalised and contained good information to guide staff when supporting people. Some people felt most at ease when supported by clear, regular routines. It was positive to see such information clearly recorded and staff supporting people as it worked well for them. We were reassured that care plans reflected what people wanted out of life and that staff used them to keep people safe, well and thriving.

Leaders and staff had worked hard to ensure regular reviews were in place. That meant that opportunities were formally available to look at whether changes were needed in care plans. Any changes were reflected in care plans which ensured staff had up-to-date information to support people correctly. There were also great examples of work that went on outwith those reviews where thought was given to changes in care plans, that ensured people's changing needs were acted on when needed.

Leaders and staff recognised the need to use future care planning to explore people's wishes in the event of a major change in their health and wellbeing. They also dealt very well with a significant crisis for a person which resulted in a positive change in their life. Leaders and staff were skilled at recognising how to adapt care plans in emergencies but also to sensitively address potential future scenarios. That meant that people's wishes and choices were discussed with time to think rather than making a decision in a crisis.

Care planning and associated paperwork was seen to be up-to-date in electronic recording systems. However, paperwork in a few people's homes was out-of-date. Leaders and staff should ensure that such paperwork is stored in line with their own policies thus reducing the risk of using the wrong information.

Overall, care planning was robust, comprehensive and enabling. That contributed to people being supported to live the life they wanted in line with their choices and wishes.

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
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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