

# Inclusion Glasgow Supported Living 1 Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
11 February 2026

**Service provided by:**  
Inclusion Glasgow

**Service provider number:**  
SP2004005531

**Service no:**  
CS2004056091

## About the service

Inclusion Glasgow Supported Living 1 provides a care at home and housing support service to people over the age of 18 living in their own homes.

The service aims to provide high quality, individually designed, bespoke support to young people and adults within Glasgow City and North Lanarkshire. The service is managed by Inclusion Glasgow. The organisation's office is based in Glasgow, and the service is managed from this office.

Each person who is supported has a dedicated staff team who provide their support. This support ranges from a few hours a week to 24-hours a day. At the time of the inspection, the service provided support to 46 people.

The registered manager has overall responsibility for the effective operation of the service. They are supported by a management team, including managers and leaders, who provide oversight and direction to the staff teams supporting people. The service also employs development coaches who promote reflective practice and support staff with their ongoing professional learning and development.

## About the inspection

This was an unannounced inspection which took place from 4-6 February 2026. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection, we reviewed information about this service. This included previous inspection findings, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 11 people using the service
- spoke with 18 staff and management
- spoke with 3 professionals
- received feedback from 3 relatives
- observed practice and daily life
- reviewed documents.

**Key messages**

- People were supported with compassion by motivated staff who knew them well.
- Staff monitored people's health effectively and responded quickly when support was needed.
- People were supported to build confidence, increase their independence, and encouraged to engage in meaningful activities.
- Aspects of record keeping required strengthening, although this did not impact people's outcomes.

**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 how the service supported people's wellbeing, resulting in positive experiences and outcomes. Therefore, we evaluated this key question as very good.

Staff demonstrated warm, respectful, and attuned interactions, showing a strong understanding of people's routines, communication styles, preferences, and emotional needs. People told us they felt safe, listened to, and treated with dignity. Stable and trusting relationships supported people's confidence and comfort.

People experienced care and support that reflected what mattered to them. They engaged in routines and activities that promoted independence, wellbeing, and participation in their community, with one person saying, "getting out more has made me feel happier and more confident." People described enjoying a range of community opportunities such as local clubs, gym sessions, walks, volunteering, and day trips, with staff supporting them at a pace that built confidence. Staff provided reassurance, structure, and positive encouragement, using consistent approaches that reduced anxiety and supported people appropriately during periods of change or distress. As another person described, "they help me to be independent but don't take over, it feels good doing things myself."

People's homes were calm, comfortable, and centred around their individual needs. Staff were highly attuned to nonverbal communication and responded quickly to people's cues. This person led approach promoted wellbeing.

Health needs were monitored well. Staff liaised regularly with health and social care professionals and escalated concerns appropriately. Staff advocated strongly on people's behalf. Reviews and multidisciplinary discussions demonstrated awareness of people's needs, risks, and progress, with one professional describing the service as providing "high standards of support delivered by a highly motivated group of staff."

Medication support was safe and person-centred. Minor administrative inconsistencies were noted, including recording issues and policy updates needed, but these did not affect safety.

People were supported to maintain healthy lifestyles, which took account of their nutritional needs, physical health, and meaningful daily routines. Several people spoke proudly about progress they had made, such as increased independence, confidence, and community involvement. People told us they now cook more often, stay active through regular walks and gym sessions, and feel motivated by the encouragement staff provide. Others described making healthier choices, such as improving their diet and feeling proud of weight loss achievements. Staff used positive reinforcement well to support these achievements.

Incidents were managed appropriately; however, a small number had not been submitted as notifications as expected. The service was reminded of the importance of reporting consistently in accordance with published guidance. A small number of paper documents required updating to match the accuracy of electronic records, and improving this alignment will support consistent decision making.

Overall, the service provided very good support for people's wellbeing. Staff were compassionate, consistent, and knowledgeable, and the strong relationships they formed had a clear and positive impact on people's quality of life.

**How good is our staff team?****5 - Very Good**

We found significant strengths in the staffing arrangements and how these supported positive experiences and outcomes for people. Therefore, we evaluated this key question as very good.

Staff were recruited safely, in line with national guidance and values based selection. The service used a highly individualised matching process that paired people with staff whose skills, personalities and interests best aligned with their needs. This approach fostered compatibility, trust, and strong relationships from the outset.

The staff team was well established and worked effectively together. People and families described staff as kind, patient and reliable, and said that staff made a meaningful difference in their lives. People told us, "I feel safe here they treat me like an adult," and another person said they felt "happy and supported" by staff. Continuity of care was strong, with no agency staff used. This consistency supported predictable routines. Effective teamwork meant that staff supported one another to maintain staffing arrangement, ensuring people were always supported by someone they knew. Staff told us, "We are all close and support each other."

Induction was structured and well planned. It included organisational learning, shadowing, and person specific training to prepare staff effectively for their roles. Staff told us that the shadowing period was genuinely helpful, with one noting that "shadowing was meaningful and helped me build confidence." Staff had access to a rolling programme of training, enhanced by practical sessions delivered by health professionals and opportunities for further learning relevant to the individuals they supported.

Supervision was reflective and meaningful, giving staff opportunities to discuss wellbeing, reflect on practice and develop their skills. Most records showed appropriate follow up, though a few required clearer reflection and action planning. Staff told us they felt valued and listened to.

Staff described the management team as knowledgeable, accessible, and supportive which contributed to the positive culture within the service.

Leaders provided clear escalation pathways and strong oversight of practice. Coaches and senior staff offered additional guidance around reflective learning, training, and building staff confidence. Staff felt well supported in their roles and spoke with pride about the progress people had made.

Observations of practice showed safe, compassionate, and person centred support. Staff were confident in managing health needs, supporting communication, responding to distressed behaviours, and maintaining people's routines. Medication practice observed was safe and aligned with people's preferences.

Overall, the staff team was skilled, consistent and values driven. Their commitment, motivation and strong teamwork contributed significantly to the positive experiences and outcomes people enjoyed.

## 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 provider should consider ways to develop the reflective practice skills of the whole staff team. This would support the whole team to benefit fully from supervision and encourage continual improvement for the benefit of the people who they work with.

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

'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 4 October 2024.**

#### Action taken since then

We saw that many staff reflected well on their work. Reflections described how they felt, what they found challenging, and how their practice affected the people they support. Managers contributed to this progress by having reflective conversations in supervision and following up on agreed actions at subsequent meetings.

Staff used reflective tools in their day-to-day work. They adapted approaches thoughtfully and demonstrated a strong understanding of people's emotions, needs, and potential triggers. During visits, staff were observed thinking ahead and responding sensitively to the supported person.

Coaches and managers further encouraged reflective practice through training, observations, and ongoing support. This combination of structured supervision, practical guidance and embedded learning has strengthened the team's ability to reflect meaningfully on their practice.

Overall, reflective practice is now embedded within the staff team. Staff think about what they do, why they do it, and how they can continue to improve.

### 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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