

Support for Ordinary Living Housing Support Service

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Type of inspection:
Unannounced

Completed on:
19 February 2026

Service provided by:
Support For Ordinary Living

Service provider number:
SP2004005745

Service no:
CS2004069150

About the service

Support for Ordinary Living (SOL) provides a housing support and care at home service. They are registered to provide a service to adults over 16 years who have a learning disability, mental health needs and/or physical/sensory impairment.

The service supports people with a variety of different support needs and disabilities. In North Lanarkshire they provide in person support to people in their own homes and in the community. They also provide support virtually in North Lanarkshire, Glasgow and Inverclyde via their 24-hour SOL Connect telecare system.

At the time of the inspection 65 people were being supported by their own team of support workers and 148 people were supported in their homes via SOL Connect.

About the inspection

This was an unannounced inspection which took place on 16 - 18 February 2026 between 09:30 and 17:00. The inspection was carried out by one inspector from the Care Inspectorate and an inspection volunteer assisted the inspection by making telephone calls to people. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service and their families and gather their views.

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:

- met with seven people using the service and spoke with three people on the telephone and two of their families. We also received 41 pre-inspection surveys
- spoke with 22 staff and management and received 33 pre-inspection surveys
- observed practice and daily life
- reviewed documents
- obtained feedback from 11 professionals via pre-inspection surveys.

Key messages

- SOL and SOL Connect were sector leading and supported experiences for people which were of outstanding high quality
- People benefitted from a consistent core group of support workers.
- People were able to have control over their own health and well being, this included being involved in decision making related to their support.
- People using the service and staff benefitted from a warm atmosphere because there were good working relationships.
- Staff were confident in building positive interactions and relationships with people.
- SOL had excellent staff values and systems in place to support staff wellbeing.
- SOL had a demonstrable track record of innovative, effective practice and very high quality performance across a wide range of its activities and from which others could learn.

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?	6 - Excellent
How good is our staff team?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We found sector leading strengths in aspects of the care provided and how these supported positive outcomes for people, therefore, we evaluated this key question as excellent.

Staff in the service understood their role in supporting people's access to healthcare and were confident in addressing any health inequalities, even where the role of the service in this was minor. Staff recognised changing health needs and shared this information quickly with the right people.

People were fully involved in making decisions about their physical and emotional wellbeing through their personal plans, including long-term and life limiting conditions. Staff employed creative approaches to promoting and supporting people's choices. Staff knew people extremely well. Where people were unable to communicate verbally, then staff used effective communication strategies for people. One person told us, "SOL Connect have had a big impact on my life, they keep me safe and happy", whilst another felt, "I have more control in my life now I have 24 hour support". A family explained, "I am very pleased so far with the services SOL connect provide, also the set up ran very smoothly and the communication is exceptional", whilst another said, "I'm happy with the care given and the staff at SOL".

Since the last inspection, SOL had strengthened opportunities for inclusion and wellbeing by expanding its 'Uptae' programme, which had originally been introduced during the pandemic. Its continued growth reflected clear positive outcomes for people, with sustained participation demonstrating its value. Through collaboration with 'Nemo Arts', SOL had developed 'Uptae Animation' and 'Uptae Dance', while also continuing popular sessions such as the Friday 'Uptae Nae Good'. Together, these activities had created a diverse range of accessible opportunities delivered both online and in person. They had supported people to connect through shared interests, build confidence, and maintain meaningful friendships. Overall, the evolution of 'Uptae' demonstrated a proactive and responsive approach that had enhanced social connection, wellbeing, and choice for people receiving support. One person explained "I love Uptae as I get to meet up with my friends".

Since the previous inspection, the involvement of the Quality Checkers had made a measurable contribution to strengthening SOL's improvement approach. By leading the staff survey, collating the findings, and working with 'Uptae Animation' to present the results in an engaging and accessible way, they ensured that staff voices were clearly represented. Their analysis highlighted both what was working well and priority areas for development, and this feedback was directly incorporated into SOL's improvement plans, helping to make these plans more meaningful and targeted. As a group of people who receive support from SOL, the Quality Checkers' active role demonstrated a positive culture of inclusion and co-production, with their lived experience driving improvements that are relevant and responsive to those receiving support.

People had been enabled to take control of their own health and wellbeing through access to the technology and specialist equipment they required. SOL Connect had ensured people felt confident and reassured, as staff responded quickly to calls and technology alerts 24 hours a day, seven days a week. Where a physical visit was needed, an overnight responder service was available to provide timely support. A skilled staff team was in place to install technology, help people learn to use it, and offer ongoing technical assistance. This included a range of personalised options such as the green button where a person cannot use a touchscreen, GPS trackers, enuresis sensors, door alarms, and reminder calls for medication or daily routines. The system operated as a two-way service, enabling people to initiate contact at any time and to always reach someone familiar. As a result, people experienced greater independence, safety, and

reassurance within their daily lives.

People were enabled to make informed health and lifestyle choices that contribute to positive physical and mental health. Feedback from health professionals included, "I have worked with the SOL team supporting several people with complex needs - they have a compassionate and person centred approach for the individual needs of the client they work with", "X (support worker) shows a compassionate nature and strives to have the best quality care in place to promote the clients quality of life. They support them to all health appointments and is able to feedback to the team accurately", "The service boosts the person's confidence and encourages independence so they are able to continue living at home." and "We work with them from a technology perspective to ensure peoples wellbeing is maximised, especially where peoples disability or health condition may impact their ability to use standard systems..

People had as much control as possible over their medication and benefited from a robust medication management system that adhered to good practice guidance.

People's wellbeing benefited from an approach that enabled a healthy attitude to food and drink, with staff promoting healthy eating where possible. Staff shared information appropriately when they observed changes in people's eating and drinking. They maintained food and fluid charts where appropriate to support this.

Where meals were prepared as part of their service, people enjoyed meals or snacks and drinks that reflected their cultural and dietary needs and preferences. People could enjoy their food in an unhurried, relaxed atmosphere. People benefited from access to a range of aids and had the required support to enjoy their meals. Feedback was positive from people and they were well supported with meal planning.

People's input had been actively encouraged, listened to, and valued throughout SOL's work. SOL's approach reflected its commitment to "listening to what's important to and for people to have a good life and focusing on people's strengths and passions." People's voices had meaningfully shaped decisions and developments, demonstrating a culture where lived experience genuinely influenced practice. This ensured people felt respected, empowered, and confident that their contributions led to real and positive change.

How good is our staff team?

6 - Excellent

We found sector leading strengths in aspects of the staffing arrangements and staff working well together, therefore, we evaluated this key question as excellent.

In the past year, the provider had taken time to reflect post-pandemic and consider how best to reimagine the service structure, with a clear focus on strengthening staff recruitment and retention. This had been a thoughtful and carefully planned process, recognising the complexity of the organisation and the importance of sustaining high-quality support. The resulting redesign of staffing, including changes to office based support roles, had been undertaken to ensure the service could continue to deliver excellent outcomes for people. This demonstrated a proactive and strategic approach to maintaining stability, supporting the workforce, and safeguarding the quality of people's experiences. The service had worked in partnership with the local authority to deliver this.

We received positive feedback from staff about the benefits of the redesign and how this had delivered improved recruitment and retention. This had led to SOL being in a position to introduce further projects to drive improvement.

Staffing arrangements for the service were determined by a process of continuous assessment. This included scheduling that took account of the importance of matching staff to people, along with considerations of compatibility and continuity. There was a Workforce Planning Group that met weekly specifically to focus on this. The group ensured their meetings linked to the Health and Social Care Standards, The Health and Care (Staffing) (Scotland) Act 2019 and an action plan was created as needed. This was reviewed the following week, which ensured the weekly meetings were meaningful and supported positive outcomes for people.

The right number of staff with the right skills were working at the right times to support people's outcomes, which meant that they had time to provide care and support with compassion and engage in meaningful conversations and interactions with people. One person told us, "happy with the support and looking to book another holiday abroad", another explained, "I feel really safe now the staff are here 24/7", with another saying, "I know if I have a issue or worried I can call them". One family commented that, "Carers are amazing".

SOL had recently focused on recruiting some peripatetic support workers and staff spoke about how this had made positive improvements and better continuity of staff for people.

Staff understood their role and responded flexibly to changing situations to ensure that care and support was consistent and stable. People could have a say in who provided their care and support. There was a 'Matching Staff and Contingency Plan' for all core staff and for each person they supported. This ensured that people were matched with someone who knew them well and were a good fit, even during annual leave or emergency cover.

The service completed staff surveys for newer staff around their experience of recruitment and induction process. These were then used to inform future practice.

People they supported had been asked their opinion on what makes a good support worker and what would be important to them. They then made a video to give them an opportunity to feed this back in their own words. This now formed part of the induction programme.

People using the service and staff benefited from a warm atmosphere because there were very good working relationships. There was effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people.

Staff were confident in building positive interactions and relationships with people. We received lots of positive feedback about staff. This included staff who were not involved in providing direct care and support to people as they understood their contribution to the overall quality of the service and knew that they played an important role in building the staff team.

SOL demonstrated excellent awareness of 'The Health and Care (Staffing) (Scotland) Act 2019' and their responsibilities to comply with this, especially staff wellbeing.

Staff spoke of there being excellent communication around any developments and felt their ideas and opinions were welcomed and would be received in a spirit of partnership working. They told us that whilst there was a management structure in place, staff in all roles were equally as valued and listened to.

Since the last inspection, they had enhanced their training programme to include additional training to specific staff teams to support both them and the people they supported. This had included Applied Suicide

Intervention Skills Training (ASIST), Positive Behaviour Support (PBS) and Management of Actual or Potential Aggression (MAPA).

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent

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