

Glasgow Mental Health and Huntington's Service Support Service

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Unannounced

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12 February 2026

Service provided by:
Turning Point Scotland

Service provider number:
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Service no:
CS2016350870

About the service

Glasgow Mental Health and Huntington's Service is registered to provide a support service to people with mental health problems, and to adults diagnosed with Huntington's disease in their home and in the community. The provider is Turning Point Scotland. The service is provided to people living in Glasgow. The service operates seven days per week, and support hours and packages vary to meet people's assessed needs. At the time of this inspection 38 people were being supported by the service.

About the inspection

This was an unannounced inspection which took place on 10, 11 and 12 February 2026 between the hours 09:30 and 17:00. 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, 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
- Spoke with ten staff and management
- Reviewed documents
- Spoke with two visiting professionals
- Reviewed responses from surveys from six people using the service, 10 staff members and four visiting professionals.

Key messages

- The service is flexible and adaptable to meeting people's needs.
- People's health and wellbeing benefitted from tailored person-centred support.
- Personal plans reflected people's needs and wishes.
- Staff were kind, compassionate, well-trained and knowledgeable.
- The service has gone through a transitional period with staff recruitment, with new staff joining the team.
- Care reviews should be carried out more regularly to help ensure people continue to receive a service that is right for them.

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?	4 - Good
How well is our care and support planned?	4 - 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 experienced individualised, personalised, outcome based support, designed to meet their needs and positively support their mental health.

Personal plans and daily support notes clearly evidenced that people were supported to engage in activities they genuinely enjoyed. This not only promoted choice and personal fulfilment, but also enhanced overall wellbeing. As a result, people experienced greater social connection and inclusion.

People experienced support that was focused on improving their health and wellbeing outcomes. People were encouraged to take part in activities that promoted physical health, such as outdoor walks, swimming, and attending the gym. This helped increase confidence and fitness levels. People were also supported to develop and maintain daily living skills, including managing medication, completing household tasks, and maintaining good personal hygiene, contributing to greater independence and self-management.

People being supported told us that "all staff are nice and kind", "caring and respectful" and that they "wouldn't be able to do the things they do without their support". One person also told us "they are there when I need them".

Professionals informed us that staff demonstrated a high degree of flexibility and adaptability when working with people. People could also be reassured because staff carry specialist equipment, and are trained to respond to unforeseen or emergency situations.

The service tailored support to ensure that individual needs were met. Where it was identified that people required gender specific support, this was accommodated to promote dignity, and personal preference. We saw examples where support hours were reduced, and the timing and pattern of supports were adjusted, in response to people's changing needs and increasing levels of independence. These adaptations demonstrated a responsive and person-centred approach that promoted autonomy and positive outcomes for people.

Staff gave examples where consistent support led to significant and meaningful improvements in people's confidence, personal care, and engagement in spending time outdoors. People reported that these helped improve their mental health and made them feel better. People's nutritional needs were well supported through cooking and education around healthy eating. Staff also told us that family members had shared positive feedback about the improvements they observed, highlighting the positive impact of the support provided.

There have been opportunities for people to come together at events held in the office. These provided a sense of inclusion and helped reduce feelings of isolation. People were overall positive about the support they received.

How good is our staff team?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service had experienced staff turnover in recent months, and we were pleased to hear that vacant practitioner posts had been filled, with new staff due to start. This will help strengthen and establish the team. The recent appointment of an assistant service coordinator will also bolster the management team and support the service to drive improvements.

Staff told us they felt the training they received prepared them well to work confidently and effectively in their roles. The service offered a combination of online and face-to-face training, which was regularly reviewed and updated. Trauma-informed and mental health training helped promote safe practice, strengthened staff skills, and ensured people were supported by a knowledgeable and competent workforce.

Staff received regular supervision and annual appraisals, supported by a planning matrix to ensure these were carried out. This meant staff were well supported and their practice continued to develop, helping ensure people received high quality and consistent support. This supported staff wellbeing by giving them an opportunity to reflect on their practice.

There were opportunities for career progression, with some staff successful in gaining promoted posts within the team. This meant that the service was able to retain skilled and experienced staff, contributing to greater stability and continuity of support for people.

Despite staff shortages, people continued to receive safe and consistent care. A number of people did not yet have an allocated keyworker; however, the service had clear plans in place, to address this as recruitment continued to progress.

Support for staff wellbeing contributes to the quality of care people receive and has an impact on outcomes for people and staff retention. We found there was clear consideration for staff wellbeing at this service, with initiatives in place to support the team. This included debriefs following significant events. These helped staff feel valued, promoted resilience, and contributed to a positive working environment, ultimately enhancing the quality of care delivered.

Staff told us that this is a good team and they are happy here. They felt well supported, and some staff who had left their permanent post continued to work on a relief basis. The service has used regular agency staff to ensure continuity of support.

Staff inductions were carried out in a structured and supportive way, with shadowing opportunities and training prior to lone working, ensuring that new employees were well prepared for their roles, which supported their wellbeing.

How well is our care and support planned?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Personal plans were person-centred, informative, and clearly demonstrated active involvement of people in their development. These included the things that were important to them, as well as their likes and dislikes. This ensured that support was tailored to personal preferences.

Risk assessments sampled were thorough and appropriate, clearly identifying potential risk areas. A recent focus area was to bring these up-to-date, and a tracker was in place to help monitor this. Risk assessments were updated on a regular basis and also when a change in risk was identified. Control measures were identified to help to mitigate/minimise risks and promote safe practice. These were well written and supported staff to be consistent in their practice.

Daily support notes were person-centred and comprehensive, providing clear and detailed information about people's presentation, support needs, and any actions taken by staff. There was a clear focus on positive outcomes for people. This level of recording supports good communication within the team and helps ensure continuity of care.

The management team had identified that reviews were not up-to-date for some people. Although some reviews had taken place, documentation needed to improve to evidence these and a collaborative approach. This should be prioritised to ensure the support provided continued to meet people's needs and reflected any changes in their circumstances. (See Area for Improvement 1)

Areas for improvement

1. To ensure personal plans contain up-to-date, detailed information that reflects people's needs, wishes, and preferences, the provider should ensure that these are reviewed and documented at least every six months, or sooner if any changes occur.

This ensures that care and support is consistent with the Health and Social Care Standards (HSCS), which state: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices". (HSCS 1.15)

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?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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