

Wheatley Care Personalised and Self Directed Support Services (Renfrewshire) Housing Support Service

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Type of inspection:
Unannounced

Completed on:
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Service provided by:
Wheatley Care

Service provider number:
SP2006008236

Service no:
CS2006140598

About the service

Wheatley Care Personalised and Self-Directed Support Service (Renfrewshire) is registered as a combined housing support and care at home service. The provider is Wheatley Care. The service operates with four sites and outreach services across the Renfrewshire area. The four sites are based in Paisley, Linwood, Johnstone and Renfrew. The registered address for the service is their office base in Linwood, which is within a residential area close to public transport and local amenities. The service supports adults with learning disabilities and mental health issues living in their own accommodation. At the time of the inspection, the service was supporting 44 people.

About the inspection

This was an unannounced inspection which took place 03 to 06 February 2026, between the hours of 10:00 and 17:00. Feedback was provided on 06 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, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with ten people using the service and one of their relatives
- spoke with seven staff including management and two visiting professionals
- explored the responses of nine electronic questionnaires:
 - six from staff, three from people using the service
- reviewed documents.

Key messages

- People told us that staff are kind and encourage them to achieve their goals.
- The staff team were enthusiastic about their roles and supporting people.
- Staff wellbeing had been prioritised and accommodated by the service.
- Improvement was needed to ensure people receive visits in line with their needs and preferences.
- Care plans needed to be updated to reflect people's current needs and preferences.

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 told us, "Staff can't do enough for me" and "I enjoy seeing staff every week". A family member told us that their loved one's life had been changed for the better after staff had encouraged them to try new activities. This had been positive for the person and provided family members with peace of mind and reassurance. We spoke with people who told us that they had been able to reduce the amount of support they needed over time due to the input from the service. These people had developed more independence over time and were then able to manage various aspects of their life without support. These changes had made a positive difference in their lives and had been sustainable.

Staff arranged and supported people to attend activities and events throughout the week. This meant there were regular opportunities to participate and socialise which people told us had helped them develop their "own community". People spoke positively about meeting in the local hub each week for dinner and staff told us that they enjoyed being part of this too. Staff told us that they hoped to develop more ways for people to engage in the future such as newsletters and digital options. These opportunities improved people's quality of life and mental wellbeing.

Staff supported people's health and wellbeing needs, and medication support was delivered in line with good practice guidelines. People were supported to be safe because management had raised protection concerns for individuals where appropriate and staff were able to discuss their training around adult protection.

The service managed finances for several people and we sampled documentation which was robust and comprehensive. Staff followed clear instructions regarding people's preferences and when people wished to end their financial arrangement, this had been actioned appropriately. This meant that as people's financial needs and choices had evolved over time, their support reflected this.

We were shown an example of where technology had been used to help someone communicate with staff at support visits. The introduction of this technology had helped the person prepare for visits, communicate their needs and inform staff of their preferences and dislikes. This demonstrated an empowering approach to care that allowed the person to participate in the manner they had chosen.

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.

People should benefit from care and support that meets their needs and is right for them. This includes receiving care from skilled staff at the correct times and for the correct duration to support people in achieving their outcomes. We viewed the service rota, people's daily notes and the team's handover sheets which detailed scheduled visits. We could not always see that visits had been carried out at the required times or were for the planned duration. We were made aware there had been missed visits or there had been issues with a 'clash' of visit times. On these occasions, we heard that concerns had been quickly rectified however people told us this caused additional stress and anxiety in the moment. Quality assurance

processes did not verify any missed visits or that people were supported at their preferred times or for the correct amount of time. We could not be confident people received support at the right times and duration to meet their needs. (See area for improvement one).

People told us that staff were kind and compassionate but that new staff members should be introduced more gradually. We heard how staff were happy at work and enjoyed their roles. We received feedback that some difficult personalities existed within the team and that not everyone in management was approachable. Staff told us that they did not feel this had impacted on their work yet, however, it did at times cause tension amongst the team. Work was needed to address these matters and to enhance team working.

Staff told us that they received regular training and that this was helpful in developing their skills and abilities to provide good care for people. We sampled training records and team meeting minutes which demonstrated reflective practice and shared learning. This meant that good practice could be highlighted and staff could benefit from these important discussions.

Recruitment was well managed and staff inductions were thorough. Staff supervisions were conducted regularly and staff told us that they can use these opportunities to discuss any challenges and seek guidance. This meant that staff were able to apply guided reflective practice into their roles allowing people to benefit from improved support because of this learning and reflection.

Areas for improvement

1. To ensure people benefit from support that meets their needs and preferences, the provider should have systems in place to ensure people receive their support at the right times and in line with their assessed needs. There should be effective oversight to identify and address any issues promptly.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me.' (HSCS 1.19).

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.

People told us that staff are kind, caring and respect their preferences. Staff knew people well and discussed with us people's particular support needs and the reasons behind this. This meant that people were supported by staff members who were familiar with their needs and were able to deliver care in person centred ways.

The service used Outcome Star, an online software, for personal planning. Staff had created personal plans for some people with rich detail describing how they chose to be supported. We sampled plans which clearly stated important instructions for staff, involving medication or communication tools for people and how to access these. This meant that people's needs were reflected throughout their plan and their preferences were respected, but not every plan was accurate or updated. We sampled risk assessments which were detailed and clear but appeared to be in need of review. Staff did not always feel that they were involved in the review process for the people that they regularly supported which was a missed opportunity. All care plans should accurately reflect people's current needs and guide staff to support them safely and in ways that meet their choices and preferences. People supported should have access to their care plan in their

home and where an individual does not wish to have a copy of their care plan at home, this should be clearly documented. Care plans should be regularly updated and reviewed, a monitoring spreadsheet was in place that indicated which plans required review or updates and gave a clear overview of what remained to be completed and who this was assigned to. We discussed with the managers the importance of relevant and current information in all care plans, whether paper or electronic formats, to ensure staff have access to current information to support people safely and in line with their choices and preferences.

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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