

# Swanton Community Services Scotland Central Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
17 February 2026

**Service provided by:**  
Swanton Care and Community  
(Southfield House Care Services)  
Limited

**Service provider number:**  
SP2003003257

**Service no:**  
CS2022000156

## About the service

Swanton Community Services Scotland Central is a support service with an office base in Doune that provides support to people living in their own tenancies in the Stirling and Falkirk areas. The service is provided by Swanton Care and Community (Southfield House Care Services) Limited. The service was registered with the Care Inspectorate in June 2022 and became active in January 2025. Care and support is provided by a team of staff, a deputy manager and a manager.

The aim of the service is to enable the people supported to do as much as possible for themselves, creating a personal and pro-active service within peoples own homes. The service supported five people across two areas at the time of our inspection.

## About the inspection

This was an unannounced inspection which took place from 9 to 17 February 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 registration information, information submitted by the service and intelligence gathered since first registering.

In making our evaluations of the service we:

- received feedback and spent time with people using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- received feedback from visiting professionals.

## Key messages

- People were supported with compassionate care by staff who knew them very well.
- The leadership team had established robust quality assurance process that meant that there was very good oversight across care and support.
- The staff team worked well together because they had established good working relationships.
- People could be confident of consistent support because plans were well written, easy to follow and focussed on their individual preferences and wishes.

## 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 leadership?	5 - Very Good
How good is our staff team?	4 - 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 visited the service to understand how well it supports people's health, wellbeing and daily experiences. (Quality indicator 1.3 People's Health and wellbeing benefits from their care and support.) 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 were supported with warmth and compassion and we saw very kind and individualised care and support and it was clear that staff knew people well.

Plans to ensure consistent care reflected commitment to promote independence, build life skills and offer a safe base for progression and community engagement, and we were able to see how this translated into practice during our inspection.

Health was very important when supporting people and the service were able to provide examples of how they recognised new or deteriorating health conditions and how they communicated effectively with medical professionals when needed. This meant that people could be confident that their health needs were very well met.

People were fully involved in making decisions about their wellbeing and we saw examples of where staff found creative approaches to promoting and supporting people's choices. This included how they benefitted from a healthy approach to food and drink, taking into account their personal preferences. When people needed support with medication this was provided safely with a clear, well organised system for medication processes and regular audits.

When we asked for feedback about the service we heard how the service had provided support for one person to access, not only the community in and around them, but had enabled further travel, widening their world by trying new things and going to new places. For others it was simply about feeling much more relaxed in their own space.

## How good is our leadership?

5 - Very Good

We evaluated quality indicator 2.2 (Quality assurance and improvement is led well).

Management evidenced a consistent and robust overview of the service and demonstrated significant knowledge and involvement. This supported a quality assurance culture that resulted in good outcomes for people and we evaluated this quality indicator as very good.

Feedback from staff about leadership was very positive. Some staff spoke very passionately about the service and those that had worked there for sometime told us that they had good support in their role. Staff and families were confident giving feedback on behalf of people because the leaders were responsive and used any feedback to help improve the service, however the team also continually engaged with people themselves to hear their views to help shape the service.

The service development plan was specific, relevant and time bound and considered continuous improvement in areas such as positive behaviour support work, training compliance, transitions experiences and other quality assurance activity that directly supported improved outcomes for people using the service.

### How good is our staff team?

4 - Good

We evaluated quality indicator 3.3 (Staffing arrangements are right and staff work well together) as good, where several strengths impacted positively on outcomes for people, and clearly outweighed areas for improvement.

The service had safe recruitment processes in place. All required checks, including professional registration, references and disclosure checks, were carried out before staff began work. This helped ensure that people were supported by staff who were suitable for their roles.

We found a small and stable staff team that supported consistency for people using the service. People mostly benefited from familiar staff who knew them well. Occasionally agency staff were utilised to provide support and although this could impact on outcomes for people as staff were not always familiar, the service had a robust recruitment plan to reduce instances and care and support plans were very informative to address consistency of support.

We received positive feedback from people and from external partners and the service were able to demonstrate strong staff relationships that supported improved outcomes for people using the service.

### How well is our care and support planned?

5 - Very Good

We evaluated quality indicator 5.1 (Assessment and personal planning reflects people's outcomes and wishes). Because we saw plans that focussed on personalisation, risk enablement and meaningful involvement, that contributed to very positive outcomes for people, we evaluated this quality indicator as very good.

People could be confident in consistent support because individual care plans were very well written with clear preferences, wishes and outcomes in place. Although the electronic system had only been in place for a few weeks, the plans were full, informative and had been continually updated as the process developed. Risk assessments were place and reviewed regularly and focussed on risk enablement. Communication plans were well written with individualised options of strategies to support anxiety and mood fluctuations.

People were fully involved in developing their own personal plans and contributed well in the monthly reviews. These reviews evidenced how the service supported people to have a voice and be heard. Meaningful involvement supported this and there was a robust process to ensure management and quality overview of the care planning process.

## 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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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