

# Scottish Autism, Central Scotland Area Services - Supported Accommodation Care Home Service

Hilton House  
Alloa Business Park  
Whins Road  
Alloa  
FK10 3SA

Telephone: 01259 728 341

**Type of inspection:**  
Unannounced

**Completed on:**  
23 January 2026

**Service provided by:**  
Scottish Autism

**Service provider number:**  
SP2003000275

**Service no:**  
CS2003011551

## About the service

Scottish Autism, Central Scotland Area Services - Supported Accommodation is registered with the Care Inspectorate as a dispersed care home service for autistic adults. The service has been registered since April 2011, and the provider is Scottish Autism.

At the time of inspection, the service was providing support to 26 individuals. People are supported within small, community-based homes located in Alloa and the surrounding areas. Each home has an allocated staff team, including designated senior staff and services manager who are responsible for leadership and oversight.

The registered manager is based at the service's main office in Alloa. The management team also holds responsibility for the organisation's local day services and combined care at home/housing support services, ensuring continuity and consistency across the wider provision.

## About the inspection

This was an unannounced inspection, which took place between 19 to 22 January 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:

- engaged informally with people within their homes and during attendance at day services
- held discussions with managers and staff representing a range of roles across the service
- observed staff practice in a variety of settings
- obtained feedback from family members and external professionals involved with the service
- reviewed support plans alongside a range of additional documents and recorded information
- examined recruitment processes and staff training arrangements
- evaluated the service's quality assurance systems and associated processes.

## Key messages

- Staffing levels were consistently good, and staff demonstrated strong motivation to deliver high quality care and support.
- Leaders and frontline staff displayed very good values.
- People's health outcomes were prioritised, with creative and proactive approaches used to promote access to healthcare.
- Communication across the service was effective, and leadership oversight was consistently strong.
- People we met expressed that they were happy with the care and support they received.

## 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 setting?	5 - Very 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 made an overall evaluation of very good for this key question as there were major strengths in supporting positive outcomes for people. There were few areas for improvement.

Staff displayed a clear understanding of individual needs, preferences, and communication strategies. The service's ethos of promoting joy, inclusion, and meaningful experiences was evident throughout the inspection.

People experienced consistently warm, respectful, and nurturing interactions with staff. Individuals appeared content within both their home and community environments. Those who were able to express their views told us they were satisfied with the support they received and presented as engaged, confident, and happy. The values of the service were clearly embedded in practice. This meant people received support that was person-centred and responsive to their needs.

Family members expressed strong confidence in the quality of care provided. They highlighted effective and consistent communication and described staff as kind and approachable. Families shared that:

"Our [family member] is extremely happy, settled and supported living in their home".

"We are very happy with the experience of care and support our [family member] receives".

Family feedback highlighted that people were happy and settled in the care they received. Resulting in people having an improved quality of life and families being able to feel that their loved ones are well supported.

External professionals confirmed that staff knew people well and worked diligently to promote their preferences and wellbeing. They reported that staff ensured people's views were heard. This evidenced strong, values-based practice within the service.

Staff demonstrated and documented a clear understanding of people's current health needs. People experienced improved health and wellbeing as they were supported to access a wide range of health services. Staff played a key role in helping people overcome barriers to healthcare. Preparation and planning were carefully considered to promote positive experiences and outcomes. This pro-active approach ensured that people could participate and feel included in their own health care.

Medication administration followed best practice guidance. Quality assurance and improvement processes were in place to monitor medication errors. Leaders demonstrated good oversight, taking appropriate action to address issues and support learning. Health related documentation was well maintained and reflected clear communication with professionals and families before and after care episodes. This means people can experience high quality care and support based best practice.

People experienced very good support for their emotional health and wellbeing. Staff had access to a wide range of training to ensure they could support individuals effectively. A 'low arousal' approach was consistently used across the service, promoting emotional regulation and contributing to a calm and supportive environment. This supports people to feel safe and confident that staff are suitably trained to support their needs.

At the time of our inspection, the service was reviewing their risk assessment process. The impact of this change on outcomes for people will be reviewed at our next inspection.

## How good is our setting?

### 5 - Very Good

We made an overall evaluation of very good for this key question as there were major strengths in supporting positive outcomes for people. There were few areas for improvement.

The service operates across a range of dispersed community settings, enabling people to live in environments that are suited to their individual needs and preferences. One property functions as a bespoke care home setting, while other support is delivered within adapted accommodation located throughout the local area. This model ensures that people experience care in surroundings that are appropriate, safe, and conducive to their wellbeing.

Across all settings visited, the environment was observed to be clean, comfortable, and maintained to a high standard. People had sufficient space to move around freely, and private areas were available for those who wished time alone. Each person had access to personalised living space, with their routines and support needs clearly reflected in the layout and design. This contributed positively to people's sense of comfort, belonging, and emotional security within their home environment. This meant that people lived in a homely environment, which reflected their personal preferences.

The bespoke care home setting demonstrated strong alignment with good practice guidance on space, layout, and environmental design for care homes. The thoughtful design supported people's independence, promoted choice, and enhanced overall wellbeing.

There was clear evidence of regular maintenance and safety checks being undertaken, supported by effective leadership oversight. Property conditions were monitored closely, and remedial works were prioritised and followed up in a timely and structured manner. This meant that people experience an environment that is well looked after and well maintained.

Action plans were in place to address identified areas for improvement, including planned flooring upgrades, repair of an external leak affecting a hallway, and ongoing work to ensure compliance with fire and water safety requirements. Progress in these areas will be reviewed at the next inspection.

Overall, the service demonstrated a proactive and responsive approach to maintaining high quality environments. This ensured that people continued to experience safe, comfortable, and well maintained accommodation that supported positive outcomes and high quality care.

## How well is our care and support planned?

5 - Very Good

We made an overall evaluation of very good for this key question as there were major strengths in supporting positive outcomes for people. There were few areas for improvement.

People experienced high quality, personalised care planning that reflected their needs, preferences, and desired outcomes. The assessments and support plans we reviewed were detailed, meaningful, and demonstrated a strong commitment to person-centred practice. This contributed to positive experiences and ensured that individuals remained at the centre of decisions about their care. The service was also progressing well with improvements to its risk assessment processes, with work underway to consolidate risk related information into an improved format. This development has the potential to further strengthen consistency and ensure support is delivered safely.

Support plans provided a clear and respectful picture of each person, capturing what mattered to them and how they wished to be supported. Plans were reviewed regularly and people were supported to participate meaningfully. Families or representatives were also involved in reviews, where appropriate, evidencing good collaboration. Reviews were aligned to planned outcomes, and adapted communication was used to ensure people could engage appropriately. This meant people were included in planning their care and their wishes were central to how support was provided.

As mentioned, the service was embedding a new risk assessment format. The service also shared they were reviewing peoples plans to ensure a strength-based approach when developing and documenting peoples plans. We will check progress with this work at our next inspection.

The service demonstrated strengths in assessment and personal planning, with ongoing development work aimed at enhancing personalisation and safe practice. Overall, we were satisfied with the services commitment to clear, person-centred care planning, which prioritises people's needs and wishes.

## 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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very 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

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.