

# Penumbra - Supported Living Service (Forth Valley) Housing Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
20 February 2026

**Service provided by:**  
Penumbra

**Service provider number:**  
SP2003002595

**Service no:**  
CS2004061899

## About the service

Penumbra - Supported Living Service (Forth Valley) is part of Penumbra, a national service provider. The service provides a housing support/care at home service to people living in their own home, with a focus on mental health support.

At the time of inspection, there were 45 people receiving support from the service.

## About the inspection

This was an announced (short-notice) inspection which took place on 17, 18, 19 and 20 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 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 five people using the service and received feedback via our survey from 10 people
- spoke with four staff and management, and received feedback via our survey from five staff
- observed practice and daily life
- reviewed documents
- received feedback from two professionals involved with people using the service.

## Key messages

- People felt included, valued and respected by staff who were patient, understanding, kind and compassionate.
- People were enabled to make informed health and lifestyle choices that contributed to positive physical and mental health.
- Staffing arrangements supported positive outcomes for people because continuity of staffing was very good.
- The service used a 'Recovery' model in measuring outcomes and we saw examples of how this supported very positive outcomes for people.

## 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?	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 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.

Support was provided in line with relevant best practice guidance and a commitment to ensuring positive outcomes for people. Staff were patient, understanding, kind and compassionate, whilst remaining professional in their interactions with people. This meant that people felt included, valued and respected, and those relationships provided meaningful social interaction in people's lives and helped improve their self-esteem.

People trusted the staff that supported them and this helped build confidence in their ability to achieve their goals and aspirations. Staff promoted independence and confidence, which helped maximise people's wellbeing.

People told us, "The support I get is great," "They enable me to do things for myself," and "I talk things through with staff, agree on my plan, and staff support me with it. They really listen to me."

People were supported to maintain and build relationships and be involved in their community, and some people had been involved in developing a social group called 'The Place'. One person told us, "I'm a member of 'The Place'. We meet up every two months to decide on the plan for social activities such as bowling and the cinema." Support was personalised and people told us they felt meaningfully involved in their support. One person said, "Staff make my support fun, which makes me feel better. Staff recognise when I need space and time and give me this without any pressure to talk about things I don't want to."

A regular newsletter helped keep people updated and involved and they could contribute to this with their own stories if they wished.

Staff in the service understood their role in supporting people's access to healthcare and people benefitted from support to access community healthcare and treatment from competent trained practitioners, including prevention and early detection interventions. This meant that people had access to the right healthcare from the right person at the right time.

One person told me about staff continuing to visit during a hospital stay, which helped them feel valued and safe.

People were enabled to make informed health and lifestyle choices that contributed to positive physical and mental health, and had as much control as possible over their medication; benefitting from a robust medication management system that adhered to good practice guidance.

Staff recognised changing health needs and shared this information quickly with the right people. Professionals told us, "Support workers are very good at supporting patients to medical appointments and this is well supported by management," "Penumbra's support workers are very skilled at adapting their support to suit each individual's needs. Support workers I have worked with are excellent," and "Support staff and the management team share updates and information regularly."

**How good is our staff team?****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 using the service benefitted from a warm atmosphere because there were good working relationships among the staff team. Staff were flexible and supported each other to work as a team to benefit people. Staffing arrangements supported positive outcomes for people because continuity of staff was very good. People told us, "It's usually the same two or three staff, unless someone is off," and "I get the same three staff. I'm very happy with my support."

There was effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people.

Feedback from all parties contributed to how scheduling arrangements were planned. This included how best to deploy staff to support people's preferences and ensure good continuity of care.

People told us they were provided with a note each week of which staff will be supporting them on which days for the following week.

Staff were very well-trained, with a variety of training available which was appropriate to the specific conditions people were living with. Staff told us they felt well-equipped to deal with any situations which may arise during the course of their work and were well supported with regular supervision. They told us that the management team responded proactively to any issues or concerns.

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. Staff had time to provide care and support with compassion and engage in meaningful conversations and interactions with people.

Observations of practice were carried out regularly and staff told us that they felt very well supported both professionally and personally and that peer support meetings were very helpful.

**How well is our care and support planned?****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 benefitted from dynamic care and support planning that consistently informed all aspects of the care and support they experienced and were fully involved in developing their own personal plans. Care and support planning maximised people's capacity and ability to make choices and achieve their aspirations. Personal plans and risk assessments were clear and informative, and were written respectfully and in line with people's wishes, preferences and choices.

People were fully involved in decisions about their current and future care and support needs, and risk assessments and safety plans were used to enable people rather than restrict their actions or activities.

The service used a 'Recovery' model in measuring outcomes and we saw examples of how this supported

very positive outcomes for people.

People benefitted from personal plans that were regularly reviewed, evaluated and updated and involved any relevant professionals. This included independent advocacy where appropriate. Reviews took account of good practice and people's own individual preferences and wishes. One person told us, "I have a review of my support every six months. It gives me a chance to think about how things are going and if I want to change anything."

## 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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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

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