

# Scottish Autism - Central Outreach Team Housing Support Service

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Unannounced

**Completed on:**  
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**Service provided by:**  
Scottish Autism

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## About the service

Scottish Autism - Central Outreach Team is a combined housing support and care at home service operating from its base in Alloa. The service provides support to autistic adults living in their own homes across Alloa and the surrounding areas. It is operated by Scottish Autism and has been registered with the Care Inspectorate since April 2011.

At the time of inspection, the service was supporting 18 individuals. People lived either on their own or shared their home with one other person. Each person had a designated team of support staff, with oversight provided by a senior worker linked to their team.

The service's main office is located in Alloa, where the registered manager is based. The management team also holds responsibility for overseeing Scottish Autism's local care home and day services, ensuring continuity and consistency across the wider service provision.

## About the inspection

This was an unannounced inspection which took place between 19 and 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
- reviewed 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 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 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 staff team?

## 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.

Staffing arrangements across the service supported safe, consistent, and person-centred care. The workforce was stable and experienced, with staff demonstrating strong values informing their practice. Effective communication, thoughtful planning, and a commitment to ongoing professional development contributed significantly to positive outcomes for people. This meant people can be confident that staff are well trained and have the right knowledge to be able to provide high quality care and support.

The service benefited from a high proportion of long serving staff who were well established in their roles and demonstrated a strong understanding of people's needs. A flexible, strengths based approach was evident throughout the service. Care and support was consistent and stable because people work together which supported realistic and meaningful outcomes for people.

Staffing levels were appropriate within the service. Safer staffing training was being delivered across the service to improve the teams awareness of safer staffing legislation. Staffing arrangements met the requirements and principles of the Health and Care (Staffing) (Scotland) Act 2024. Leaders and senior staff maintained strong oversight of staffing levels, skills mix and prioritised continuity of support. This meant people can be confident that staff are safely recruited and staffing is appropriately resourced.

Planning and coordination of support were effective. Meaningful activities were well organised, with flexible approaches towards staffing to accommodate people's preferences and changing needs. Each support team had an allocated senior member of staff who provided guidance and coordination, contributing to a well structured and responsive service.

Communication across the service was strong. Leaders, senior staff, and support workers demonstrated cohesive teamwork. Effective links between day services and support staff ensured shared understanding of support plans and promoted joint working. This resulted in people being able to have strong routines which supported an active and fulfilling lifestyle.

Induction, training, and workforce development were robust. Induction training was structured and comprehensive, combining in person learning with online resources. Leaders provided support to staff to undertake training and develop the skills required to deliver high quality care. We were also satisfied that leadership oversight of training and staff registration was strong. This meant people benefited from a culture of staff development and improvement, with the organisation having robust quality assurance processes.

Overall, people benefited from consistent and knowledgeable staff who understood their needs and preferences well. Strong teamwork and communication contributed to continuity and stability for people. Staff reported feeling valued, supported, and equipped to deliver high quality care, which had a positive influence on people's experiences and outcomes.

## 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 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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