

Inverclyde Learning Disability Support & Care at Home Service Housing Support Service

Inverclyde Supported Living Team + Care at Home Service
c/o James Watt Court
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Telephone: 07983980319

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Unannounced

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Service provided by:
Inverclyde Council

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CS2004078035

About the service

Inverclyde Learning Disability Support and Care at Home Service enable people with learning disabilities to live in their own homes throughout Inverclyde.

There were three elements within the service, including two supported living services and a dispersed service supporting people in their individual tenancies across the local area.

At the time of the inspection 23 people were supported. The registered manager was supported by a senior co-ordinator, three senior support workers and a team of social support workers.

About the inspection

This was an unannounced inspection which took place on 24, 25, 26 February and 2 March 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 nine people using the service, and three of their relatives
- spoke with 14 staff and management
- explored 32 electronic feedback questionnaires - 12 people supported, 14 staff, six professionals linked to the service
- observed practice and daily life
- reviewed documents
- had contact with visiting professionals.

Key messages

- People experienced warm, trusting relationships with staff who knew them well, and responded quickly to changes in their health and wellbeing.
- Staffing levels were good, routinely exceeding assessed needs, to ensure people received unhurried, reliable support.
- The staff team was stable, with new staff well-supported, and seniors providing helpful leadership across the service.
- Staff development was well-supported, with mentoring, supervision and practice observations helping build confidence, skills and reflective practice.
- Most support plans were detailed and strengths based, guiding consistent care and promoting independence, with the need for ongoing improvement identified.
- Activities were meaningful and connected to people's interests, supporting skill building, community involvement and enjoyment in daily life.

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

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 how the service supported people's health and wellbeing, and these strengths clearly outweighed areas for improvement, therefore we evaluated this key question as very good.

People experienced warm, trusting relationships with a stable staff team who knew them well. We observed respectful, meaningful interactions that reflected the depth of these relationships, helping people feel safe, valued and understood.

Staff demonstrated a strong understanding of people's health needs, recognising changes quickly and taking appropriate action. Support was adapted when people's health needs changed. Families appreciated timely updates, which strengthened confidence in the service. A relative shared, "X's health is declining, and they are needing more help with cooking and other things around the house. The support is changing to accommodate this, which gives me ongoing assurances that she is safe, whilst still being able to do the things she can do."

We saw referrals being made promptly to other professionals, including doctors, occupational therapists and specialist equipment providers where assessed as being required. Health appointment logs showed ongoing attention to people's health needs consistently being attended to. External professionals also told us they felt confident that staff responded appropriately to their guidance.

Staff were increasingly focused on promoting people's independence, recognising their abilities and adapting support accordingly. This positive shift improved people's autonomy and wellbeing. Regular practice observations helped staff reflect, grow and strengthen their skills. Please see outstanding areas for improvement for further information.

A new communication tool to support handovers and information sharing had been implemented, following a suggestion from a staff member. We heard that this had improved clarity and reduced the risk of missed updates, particularly when staff were returning from days off.

People were supported to take part in a range of meaningful activities, including community based interests and upcoming holidays, which people were excited about. These opportunities promoted connection, enjoyment and skill development. A person told us, "I was at Buddy Holly at the weekend, which was great. I love being able to go to the theatre to see lots of different shows."

Support plans within some parts of the service were detailed and strengths based, clearly setting out people's abilities, why support was needed and the support required. Some plans also included agreed steps towards personal goals, which was beneficial to ensure a consistent approach. The management team were supporting the development of less detailed plans across the service. Please see outstanding areas for improvement for further information.

Risk assessments generally gave clear guidance to minimise and manage risks, with scope to align them more closely with support plans for a fully enabling approach. Where restrictions were assessed as being required these were justified, reviewed regularly and well-understood by staff.

Medication support was safe and well-managed, with two staff administering medication, and clear assessments outlining people's abilities and support needs.

Where medication was prescribed as required, protocols were in place though, some would benefit from more specific detail, to support greater consistency. Senior staff carried out regular audits to maintain oversight and safety.

How good is our staff team?

5 - Very Good

We found significant strengths in staffing arrangements, and how the team worked together to support people well. These strengths clearly outweighed the areas for improvement, therefore we evaluated this key indicator as very good.

There was clear alignment between people's assessed needs and staffing levels, with rotas routinely showing more staff hours being provided than required. This meant people benefited from reliable, flexible support to meet their needs. Staff shared they recognised improvements in staffing, although at times, were unsure how staffing levels were set across the week. Sharing this information more clearly will help staff feel confident that the staffing model is fair and needs led.

The presence of three senior staff on shift was valued by the team, and enhanced day-to-day support across the service. Some staff were unclear about the senior role compared to support roles. The management team agreed that clarifying roles and expectations would help strengthen consistency and teamwork.

The staff group was stable and welcoming, and new team members told us they felt well-supported through mentoring and informal guidance. This mix of existing and new skills helped strengthen the team's overall capacity.

We heard that staff generally worked well together, and observations supported this. Some staff described occasional "niggles" that could affect morale at times, but importantly, this currently had no impact on people supported experiences. Staff spoke positively about the management team, and felt recent changes had brought greater stability and improvements for people.

Daily delegation of support was clear and, in most cases, felt fair and workload aware. A small number of staff felt that allocations could be planned more thoughtfully, particularly where people had higher support needs. The management team acknowledged that this was a key area that they would continue to explore and monitor.

Regular supervision, team meetings and observations of practice supported ongoing learning and reflection. These opportunities helped staff maintain their skills, share ideas and strengthen collaborative working, and ultimately improve the quality of care provided.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure consistent support is provided, care plans should be updated and reviewed regularly, using feedback from relevant parties and evidence based information.

All care plans should include clear information regarding outcomes identified, and how support should be provided to achieve this.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: "I am fully involved in developing and reviewing my personal plan, which is always available to me." (HSCS 2.17).

This area for improvement was made on 7 February 2025.

Action taken since then

Support plans for people within the 24-hour supported services, gave detailed information about people and their support requirements. For most people there was a strengths based approach throughout care plans, clearly outlining what people were able to do for themselves, and the support required.

Some also detailed why the support was in place, which was helpful to further develop understanding of people's needs.

We were also able to see in some plans, steps that had been agreed to support people move towards achieving their goals and aspirations, although, this was not in place for all. It would be good to see this developed, as it wasn't always clear how people would be supported to achieve their outcomes. Staff recognised that additional administration time had contributed to enabling plans to be more up to date and accurate.

Support plans within some areas of the service were not always as clear. For some, it was a little more difficult to see what people's aspirations and support needs were. We appreciate however, that the manager is aware of this, and beginning work to develop the quality of these support plans.

Some risk assessments gave clear indication in relation to support to be provided to minimise or mitigate risks, which was helpful to ensure a consistent approach. Where risks were identified, for some these could be more closely linked to the support plan, to build and develop skills.

This area for improvement has been met.

Previous area for improvement 2

The provider should ensure the service is exploring opportunities to increase people's independence, and develop their daily living skills.

People should be enabled to make choices in their day to day lives, even when there are restrictions in place, to promote health and wellbeing.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am empowered and enabled to be as independent and as in control of my life as I want and can be." (HSCS 2.2).

This area for improvement was made on 7 February 2025.

Action taken since then

There had been a focus on promoting the maintenance and development of skills, with people being supported to do what they can, with more staff recognising what people are able to do for themselves with the whole range of daily living skills.

There was acknowledgement from some staff that this has been difficult to take a step back, but they were now seeing the benefits of this. We recognise that this is ongoing with the management team, continuing to work to embed this across the staff team.

Regular observations of practice were taking place, this gave the opportunity not only for the management to get assurances, but also for staff to demonstrate their practice and highlight any challenges.

This area for improvement has been met.

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

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