

Key - Ayrshire and South Lanarkshire Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
20 February 2026

Service provided by:
Key Housing Association Ltd

Service provider number:
SP2003000173

Service no:
CS2004073243

About the service

Key - Ayrshire and South Lanarkshire is registered to provide support services to adults with disabilities, both in their own home and in the community.

The registered manager and team managers organise and oversee support staff delivering care to people across Ayr, Ardrossan, Saltcoats, Lesmahagow, Lanark and Rutherglen. The branch provide a variety of supports including 24 hour support and the office base is in Glasgow.

At the time of inspection the service was supporting 205 people.

About the inspection

This was a short notice, announced inspection which took place from 17 to 20 February 2026 between the hours of 10:00 and 16:00. 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 throughout the inspection year.

To inform our evaluation we:

- spoke with and reviewed questionnaires from 86 people using the service and their families,
- spoke with and reviewed questionnaires from 74 staff and management,
- observed practice and daily life,
- reviewed documents,
- reviewed feedback from 40 visiting professionals.

Key messages

- People supported experienced very good outcomes from the support provided
- Staff had a very good knowledge of people supported
- People supported were encouraged to maintain and develop new skills
- There were good relationships between staff and external services

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 aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People experienced very good outcomes, because their health and wellbeing were supported through personalised, consistent, and well coordinated care. Support plans were created collaboratively with each person, with family involvement encouraged where appropriate. This ensured plans reflected individuals' preferences, routines, and health needs in a meaningful and personalised way. Weekly planning sessions with allocated staff empowered people. People told us " The staff have done their utmost to support my son , get to know him and understand his complex needs."

Where individuals were unable to make decisions independently, appropriate legal safeguards were in place. Families remained actively involved, supporting rights based, person centred decision making. This ensured decisions made were in line with people supported needs and wishes.

People were supported to make informed choices about food and were encouraged to plan, shop for, and cook meals where they were able. This promoted independence and contributed positively to nutritional wellbeing.

Continuity of care remained a significant strength. Rotas were planned so people were supported by carers who knew them well, This meant that peoples care and support was consistent with their needs and wishes. People told us "I am supported by staff who care and have a small support staff team."

Medication management was safe, organised, and well governed. There were strong and effective relationships with visiting health and social care professionals which assisted people to manage their health conditions. Other health professionals told us that "The staff are very proactive in engaging with health professionals and seeking out the correct support/professionals. Staff are easy to contact and communicate with and have a good understanding of the needs of the individuals they support."

People benefited from well maintained communal and outdoor areas. The local area offered a wide range of activities, and people were encouraged and supported to get involved. This contributed to people feeling part of the community and improved wellbeing. People told us "I enjoy going out with my support workers who have helped me to get to know the area and I now also like to go over to the High Street independently."

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.

Staffing arrangements ensured that the right number of staff with the right skills were available at all times. Rotas were developed four weeks in advance and updated weekly to reflect appointments and changes, ensuring continuity and personalised matching of staff to people supported. This enabled people to experience consistent, safe and compassionate support.

The knowledge and skills staff would require to support a person was considered as part of the assessment process. Only staff who had the appropriate training would be allocated to support that person. This was reviewed in the event of any changing needs. This meant that people were supported by appropriately skilled staff.

Staff described a positive, nurturing culture where experienced colleagues actively supported new workers and went above and beyond to support individuals. Staff told us "The service as been very considerate and caring for everyone ."

Robust processes were in place to support new, and relief staff. Staff had access to support plans, policies, training dashboards and competency monitoring contributing to a well informed staff team.

The service adapted staffing and training in response to changes in people's needs, such as after hospital admissions or deteriorating health conditions. This meant that staff had the up to date skills they required to support people.

Staff felt supported by the management team and told us that " I have always felt supported by all the team leaders." and that "Management are wonderful and bend over backwards to make my job easier acting immediately on any concerns I may have. "Supervisions and team meetings were supported by the use of online discussions and information. This helped to make staff feel valued and build a stable staff team.

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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