

# South, HSCP Community Support Service Support Service

City Of Glasgow Council  
Social Work Department  
10 Arden Craig Place  
Glasgow  
G45 9US

Telephone: 07880420823

**Type of inspection:**  
Unannounced

**Completed on:**  
12 February 2026

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Service no:**  
CS2022000032

## About the service

South, HSCP Community Support Service is registered with the Care Inspectorate to provide a support service to older people in their homes and in the community. The service offers support to older adults who have dementia. The support consists of both personal and practical supports as well as respite for carers.

The staff team supports people to access home-based and community activities depending on what they choose in relation to their outcomes. The service also offers a Goodnight Team that supports people to get to bed and offers any other help people may need, in line with their personal plan.

The provider is Glasgow City Council Health and Social Care Partnership.

There were 18 people using the service at the time of the inspection.

## About the inspection

This was an unannounced inspection which took place on 10 and 11 February 2026 between the hours of 10:00 and 16:00. 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 three people using the service and three of their family/friends/representatives
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

**Key messages**

- Staff were kind, caring and dedicated to the people they supported. People told us their opinions were listened to, which helped them feel valued.
- People led active, meaningful lives with opportunities that reflected their interests and choices.
- Good communication between families and the staff team helped families feel included and confident that care and support met their loved ones needs and wishes.
- Staff felt well supported by the management team, contributing to a positive and confident workforce.

**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 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.

We saw staff showed people using the service kindness, dignity, and respect. Staff provided support in a warm and considerate manner. We observed individuals appearing at ease with the company of staff and people were genuinely pleased to see them. This demonstrated that people felt secure and comfortable with staff who knew them well.

People told us that staff had been polite and respectful, and that care was provided with kindness and compassion. People made comments such as "I am very well looked after" and "I am treated like a queen." People told us staff always worked at a pace that suited them, they had never felt rushed and felt that staff always listened to them. This allowed people to form good, trusting bonds with staff, which made a positive difference to how they felt therefore supporting their wellbeing.

The management team and staff showed a strong understanding of people's health needs. We saw that when people's health or wellbeing changed, the service responded quickly and appropriately. Support was sought from external health professionals whenever it was needed. This showed that care was responsive and centred around each person's individual needs.

Families spoke positively about their experience of the service. We heard very good feedback about the quality of care their loved ones had received. One family member told us, "If we did not have this service, we would not have been able to cope." Many people were able to share examples of how their family members' lives had improved since the service had been introduced. They also explained that having this support in place had had a positive impact on reducing carer stress.

## 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 and their families told us that the management team and staff had made sure they were included in how the service was delivered. This was shown through their involvement in developing planned care and in taking part in the ongoing review of that care.

Communication between staff and family members to seek their input was something people were keen to highlight as an important part of the service being received. Families told us they were regularly asked for their views and felt their opinions were valued. They described staff as approachable and easy to talk to, which made it easier for them to share any concerns or suggestions. This ongoing communication helped families feel involved, reassured, and confident that their loved ones' needs were being understood and met.

The service had recently begun collecting feedback from people and their families through a survey process. This work was still ongoing, and the results had not yet been completed. We were confident that, once available, the findings would be reviewed and acted upon to support further improvement of the service.

Carer forums had been in place to encourage carers to contribute to service improvement. However, the frequency of these had reduced. The management team shared plans to reinstate them on a more regular basis, providing carers with more opportunities to share their views and influence further how the service developed.

There were ongoing opportunities for staff to contribute to service delivery and improvement through regular supervision sessions and frequent staff meetings. These forums allowed staff to share their views, raise concerns, and offer suggestions about how the service could continue to develop. This meant staff were better equipped to advocate for the people they supported. This ensured that any changes needed to improve their care or wellbeing were identified early and acted upon. This meant people benefited from a service that was continually adapting to meet their needs and promoting their best interests.

## 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 well is our care and support planned?	5 - Very Good
5.2 Carers, friends and family members are encouraged to be involved	5 - Very Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

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