

Glasgow Supported Living Project Housing Support Service

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Unannounced

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Service provided by:
Bield Housing & Care

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About the service

Glasgow Supported Living Project is registered to provide housing support and care at home to adults in their own tenancies within six Bield supported living developments across Glasgow.

Each development has a local manager and a depute who oversee the day-to-day running of the development. They are supported by a team of care workers. The registered manager is based in the organisation's offices in Glasgow. During the inspection, we spent time at five of these developments.

Glasgow Supported Living Project is provided by Bield Housing & Care, a not-for-profit organisation providing housing and care services for older people in Scotland.

About the inspection

This was an unannounced inspection which took place between 3 and 6 March 2026. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with 21 people using the service.
- reviewed questionnaires from 32 people using the service and relatives.
- spoke with 18 members staff and management.
- reviewed questionnaires from 51 members of staff.
- observed practice and daily life
- reviewed documents.

Key messages

- People were supported to have very good outcomes and experiences.
- People we spoke with felt safe and comfortable in their home with support.
- Staff demonstrated genuine care, warmth and knowledge of people's needs.
- A visible management team communicated well with people, relatives, and staff.
- A new quality assurance system was being introduced and needed time to fully embed and evidence improvements.
- Similarly, a new digital care planning system had been introduced, which brought several benefits, and staff needed time and support to become fully confident in it.

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 evaluated this key question as very good because we found significant strengths in the care provided, which consistently supported positive outcomes for people.

People supported by Glasgow Supported Living Project gave highly positive feedback about their experiences of the service. Many spoke about the homely atmosphere within developments, the supportive and engaging nature of the staff, and the strong communication with the management team. One person told us, "I love living here. The staff are caring, attentive, and go above and beyond for me."

During interviews and observations across the developments, staff demonstrated a clear understanding of people's needs, preferences, and wishes. Their use of kindness, humour, and respectful communication helped people feel relaxed and valued. This contributed to a strong sense of belonging and community.

Review of staffing rotas confirmed that people were supported by a consistent core team in each development. This stability enabled staff to build strong, trusting relationships and develop an in-depth understanding of individuals. New staff were welcomed warmly and received a comprehensive induction to prepare them well for their roles. While agency staff were used at times, the service ensured consistency by using the same workers where possible - many of whom had supported the service for years. We also found examples of agency staff who had demonstrated strong practice being recruited into permanent roles, which further strengthened continuity for people.

We noted that people experienced very good outcomes as a result of the care and support they received. Mealtimes were particularly valued - not only because food was nutritious and of good quality, but because they provided opportunities for natural social connection. People who had previously been isolated at home were now building meaningful friendships. Regular social events further promoted enjoyment and inclusion.

People's health needs, ranging from mild to complex, were met well by a staff team with appropriate skills, training, and knowledge. Staff worked effectively with external professionals and agencies to ensure people remained safe and well. We observed staff making timely referrals and following guidance appropriately to support people's health and wellbeing.

Relatives also described the positive impact of the service. They felt reassured that their loved ones experienced a good balance of independence, social stimulation, and high-quality care. One family member told us, "You get more support than you thought possible by the most compassionate people who my [parent] considers friends. As a family, it has lightened our load and we are immensely grateful".

Each development was led by a visible and proactive management team. Managers promoted an open and supportive culture, maintaining strong communication with staff, people, and families. Issues - when they did arise - were minor, infrequent, and addressed promptly. This leadership approach contributed to high morale and a confident, well-supported workforce.

To further enhance service-wide consistency, we felt the service would benefit from management teams across all developments meeting more regularly. Each development demonstrated clear strengths - for example, some excelled in hosting regular social events, while others had embedded digital care planning more thoroughly. A shared forum for discussion, problem-solving, and exchanging good practice would strengthen consistency and could lead to even better outcomes for people.

How well is our care and support planned?**5 - Very Good**

We evaluated this key question as very good because we found significant strengths in the service's care planning, which contributed to positive and consistent outcomes for people.

Every person supported by the service had a personal plan that clearly set out their needs, wishes, and priorities. Plans were person-centred and included comprehensive information about people's life histories, routines, and preferences. This level of detail provided meaningful insight into individuals' unique personalities, and supported staff - particularly those new to the service - to build strong relationships and deliver care in a way that felt personal and respectful.

Personal plans explored all aspects of people's health and social needs. We were impressed by how tailored the information was, with explicit descriptions of how each person wished to be supported in areas important to them. This avoided a generic or standardised approach and ensured care was delivered in a manner that upheld people's identity, dignity, and choices.

Staff were further supported by a clear task planner, outlining the specific actions required during each visit. This contributed to consistent, safe practice and helped maintain people's wellbeing. Comprehensive, up-to-date risk assessments ensured staff understood potential risks and how to manage them appropriately to keep people safe.

We were pleased to see that most people were benefiting from regular six-monthly review meetings. These reviews considered whether support continued to meet people's needs and provided an opportunity for people and families to express their views on the service. This represented a notable improvement since our last inspection, demonstrating the service's commitment to continuous improvement and meaningful involvement.

The service had recently introduced a new digital care planning system. This brought significant benefits, including more accessible personal plans, clearer guidance for staff, and stronger governance arrangements. Managers were now able to monitor key information in real time, such as visit timings, completed tasks, and updates to people's wellbeing. This enhanced oversight supported safe, effective care.

However, staff confidence using the digital system varied across developments. Some staff were particularly competent and enthusiastic, while others required more time and support to adapt. We were reassured to see that service-wide training had been arranged to strengthen staff understanding of digital planning. We encouraged the service to continue offering formal and informal support to ensure all staff feel confident and that the system's full benefits are realised for people receiving care.

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 promote people's health and wellbeing, the service should ensure every person has a comprehensive care plan that highlights their needs, wishes, and risks, and people have six monthly reviews to ensure accuracy.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This area for improvement was made on 16 December 2024.

Action taken since then

People's personal plans, known as care plans, were person-centred, up to date, and the majority of people had six monthly reviews to ensure accuracy and inclusion.

This area for improvement was met.

Previous area for improvement 2

To promote people's health and wellbeing, the service should improve its auditing and quality assurance systems, with a particular focus on medication, and ensure they are frequent, robust, and consistent.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS. 4.19).

This area for improvement was made on 16 December 2024.

Action taken since then

The management team completed effective quality assurance in key areas of the service to keep people safe. This included monitoring the punctuality of visits, any accidents and incidents, and medication.

This area for improvement was met.

The service was in the process of introducing a new system of quality assurance which, when fully implemented, will be even more robust. We were pleased to see this was not rushed, there was ongoing consultation to ensure the new system was tailored to the needs of the service, and time was now needed to refine and introduce the new system. This should further ensure service performance and governance.

Previous area for improvement 3

To promote staff development, the service should ensure workers have regular supervision to discuss performance, training needs, and wellbeing.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS. 3.14).

This area for improvement was made on 16 December 2024.

Action taken since then

We sampled recent supervision minutes and saw that staff had regular, supportive meetings with their line managers to review their performance, promote their wellbeing, and plan their continuous development.

This area for improvement was 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 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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