

# The Action Group - West Lothian, Falkirk and West Edinburgh Housing Support Service

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**Type of inspection:**  
Announced

**Completed on:**  
27 February 2026

**Service provided by:**  
The Action Group

**Service provider number:**  
SP2003002593

**Service no:**  
CS2004061823

## About the service

The Action Group - West Lothian, Falkirk and West Edinburgh provides a housing support and care at home service to people with learning disabilities and/or other support needs.

Support is provided within people's own homes and in the community. The service also provides group activities in two community hubs, one in Falkirk and the other in West Lothian. People are supported with a range of activities including leisure, education, assistance to maintain their home, personal care, staying healthy, developing skills to live as independently as possible, and being active in the local community.

During the inspection, there were 105 people being supported by the service.

## About the inspection

This was an announced inspection which took place on 24, 25, and 26 February 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:

- spoke with 14 people using the service and one family member
- spoke with 12 staff and management
- observed practice and daily life
- reviewed documents
- received feedback from one social work professional.

We also issued care survey questionnaires, which The Action Group supported with an easy read version so people could better understand our questionnaire and share feedback. We received:

- 12 questionnaires from people who received support from The Action Group
- 22 questionnaires that had been completed on behalf of people by family, friends, and advocates
- completed questionnaires from 25 staff.

## Key messages

- Leaders and frontline staff displayed very good values of inclusion, equality, and respect.
- People experienced choice and control in their daily lives.
- People enjoyed participating in a range of activities and having meaningful social connections with others.
- Each person had a small team of staff. People, and their relatives, spoke very highly of their staff.
- There were improvements in ensuring people received the support they needed. Further work would enhance people's experiences of the service.

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

The service was focussed on people and supporting positive outcomes. The values of equality and respect were at the heart of service delivery with individuals placed at the centre of their support. Staff appreciated people for who they were, rather than simply focusing on their support needs. We observed warm, respectful, and nurturing interactions between staff and the people they were supporting. This inclusive approach meant that people felt valued and a sense of self worth.

People experienced genuine choice and control in their daily lives. Staff took time with individuals, promoting autonomy and encouraging people to make decisions about their support, activities, and everyday matters. One relative told us, "They have a very person-centred approach when it comes to the activities [my relative] wishes to engage in." Where individuals were unable to express their preferences, staff involved relatives and used observation of the person's responses to ensure their wishes were respected. The service placed strong emphasis on enabling people to have control and staff consistently promoted and upheld their choices.

Everyone was encouraged and supported to express their views and wishes. The service took a proactive approach to help people to be involved and share feedback, including providing accessible information about events and support. This included an easy-read guide to the inspection that helped people understand the purpose of the inspection and encouraged their participation. We also saw people being supported to share their views within The Action Group 'have your say' groups and support to prepare for meetings with professionals, such as social workers. During our visits, staff offered unobtrusive support so individuals could engage directly with inspectors, stepping in only with the person's permission and in a respectful manner to assist with communication. People were confident that their voices were being heard and their opinions were valued.

People enjoyed a range of activities and meaningful social connections with others. Staff were motivated and proactive in supporting individuals to take part in activities they enjoyed. Groups were welcoming, positive, and encouraging. Those able to share their views told us they enjoyed their support and everyone appeared engaged, confident, and happy. People spoke proudly about their achievements, including voluntary work, moving into their own home, fitness goals, daily living skills, and leisure pursuits. These experiences contributed positively to their confidence and overall wellbeing.

The service prioritised good health and wellbeing. Staff supported people to maintain positive physical and mental health, offering discreet and respectful assistance during periods of stress or distress using a Positive Behaviour Support approach with minimal restrictions. They also helped individuals attend appointments and access preventative health screening. Strong, knowledgeable relationships between staff and the people they supported enabled early identification and promotion of health and wellbeing needs.

Personal plans provided clear and useful information about each person's support needs. They were individualised, strengths-based, and offered a good sense and understanding of the individual. We encouraged the management team to review and update certain sections of the electronic planning system that were no longer relevant and to ensure that all plans contain sufficient detail to guide support without relying on existing staff knowledge and consistency.

During the inspection, we observed that medication recording could be improved. Staff were supporting people with taking medication safely and concerns were acknowledged and addressed. However, there were a small number of occasions where administration times were not recorded at the correct time. This meant there was limited evidence around when medication administration was taking place. We were confident that this would be addressed following discussion with the manager who took immediate action to address this, raising it with service leaders and with staff at the team meeting. We will check on this at future inspections.

## How good is our staff team?

## 5 - Very Good

We found significant strengths in aspects of the staffing arrangements and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

Each person had a small team of staff around them. Warm, respectful, and trusting relationships had been formed between people, their families, and staff. People, and their relatives, spoke very highly of the staff team. Staff retention was good with many long-term relationships which was enhancing people's experience of their support. When new staff were introduced, they spent time with an experienced worker to learn how to support each person well. The management team knew people well and also provided support to people, including at times of staff absences. This meant that people were receiving support from staff that knew them well and were able to anticipate their needs and wishes.

At previous inspections, we observed that there were times when staffing levels were tight. The service experienced further challenges in the last year and two people reflected on this telling us:

- "The only issues are not having my full amount of support each and every week."
- "The Action Group have not been great this last year, staff not turning up or late."

We reviewed staff rotas and visit schedules and noted recent improvements. Family members reported that they had seen improvements and shared feedback:

- "Things have settled with [my relative's] care thankfully, however for a long time [my relative] wasn't receiving full cover [...] However, it seems to have improved lately and getting these things now which is very welcomed and more acceptable."
- "Support, communication, and rotas have improved greatly since change of management. Support workers have never been an issue."
- "I receive quick responses when support needs to change. This has improved in the last six months."

Overall, only a small number of concerns were raised regarding changes or cancellations to support and in these cases the service was acting in line with assessed priority of need. The service was continuing to recruit staff to ease this, undertaking close monitoring and planning staff deployment to ensure people's needs were being met. We were reassured by this progress and felt confident that people would begin to see these changes more consistently.

Staff were well trained, receiving both mandatory and specialised learning to support people with specific needs. They told us they felt confident in their roles as a result. While overall training compliance was high,

we identified some gaps in refresher courses. However, we observed that staff were being reminded when updates were due and refresher sessions had already been arranged. We suggested strengthening audit processes to ensure refresher training was being identified and completed before expiry. Overall, people could be confident that staff had the skills and competence required.

The team were well supported. There were a range of supervision and support opportunities, including one-to-one meetings, competency observations, and team meetings. Records noted that staff were encouraged to reflect on their practice and personal development. This was helping individual workers develop in their role and also feel valued and respected.

## 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

In order to improve outcomes for people, the provider should ensure people and their families are informed of any support scheduling difficulties.

This should include, but is not limited to, offering people explanations of when there may be difficulty in providing support, what is being done to address these issues, and how long these difficulties are expected last.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can be meaningfully involved in how the organisations that support and care for me work and develop' (HSCS 4.6).

**This area for improvement was made on 30 July 2025.**

#### Action taken since then

We observed good progress with managing scheduling difficulties. This included discussing difficulties with relatives, offering an explanation on what was being done to address these issues, and how long these difficulties are expected last. The management team were committed to making further improvements.

**This area for improvement has been met.**

### Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

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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