

# Delight Supported Living Ltd - Renfrewshire, East Renfrewshire Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
3 March 2026

**Service provided by:**  
Delight Supported Living Ltd

**Service provider number:**  
SP2009010723

**Service no:**  
CS2024000458

## About the service

Delight Supported Living (Renfrewshire, East Renfrewshire) is registered as a combined housing support and care at home service. The provider is Delight Supported Living Ltd. The registered address for the service is their office base in Renfrew, which is within a residential area close to public transport and local amenities. The service supports adults with physical disabilities and/or complex and continuing health care needs in their own home and in the community. At the time of the inspection, the service was supporting 110 people.

## About the inspection

This was an unannounced inspection which took place 24, 25 February and 3 March 2026, between the hours of 10:00 and 19:00. 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 and complaint information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 18 people using the service and 11 of their relatives
- spoke with 18 staff including management and two visiting professionals
- explored the responses of 25 electronic questionnaires: 20 from staff, two from people using the service, two from relatives and one visiting professional
- undertook visits and observed staff practice
- reviewed documents.

**Key messages**

- People experienced kind and respectful interactions with staff.
- Staff delivered flexible and tailored support to individuals.
- Quality assurance systems ensured people experienced consistent care that met their needs.
- Policies and procedures needed improvement to provide clarity for staff.
- Care plans accurately reflected people's preferences and support needs.

**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 leadership?	4 - Good
How good is our staff team?	4 - 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.

People told us, "I love seeing the staff when they visit" and "the staff do everything I need". A family member told us that the carers know how to support their loved one "better than anyone" and this gave them peace of mind and reassurance. We observed kind and patient interactions during visits and people were supported at their own pace and in line with their needs. This meant that people did not feel rushed and were empowered to be as independent as possible while receiving care.

Staff supported people's health and wellbeing needs, and medication support was delivered in line with good practice guidelines. We sampled files and documents which showed staff had responded quickly to people's changing health needs and that, when necessary, these were escalated to the relevant services. The manager had initiated protection procedures when required which meant that people benefitted from prompt support from professionals to protect them from harm. We observed visits where staff checked and prompted people to wear their alert bracelets or pendants. This was to ensure that people were able to call for help if needed. This meant that people were encouraged regularly to use technology designed to keep them safe out with visit times.

Staff provided nutritional support and meal preparation for several people. We observed visits where people received meals in line with their specific preferences. Staff knew the people they supported well and were able to offer encouragement to eat and ensured that food and fluids were readily available and accessible in between visit times. This meant that people benefitted from the nutritional support that was tailored to them and were able to enjoy their meals and snacks when they chose to and at their own pace.

## How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People should benefit from organisations having robust and transparent quality assurance processes. The service used a range of methods to evaluate people's experiences. These included regular reviews, staff competency checks and support visits and an annual survey. This helped to make sure that people were provided with the right care and support to meet their outcomes. People told us that they were confident raising concerns and we sampled complaints records which were managed well. This demonstrated that concerns were taken seriously and investigated quickly.

Quality assurance audits were in place across the service including monitoring of accidents and incidents, training, supervision and review tracking, amongst others. The manager was confident using these systems and was able to quickly identify discrepancies and address any issues. This meant that people benefitted from robust quality assurance processes that were regularly monitored and updated.

The staffing structure within the service meant that there were a range of roles in the leadership team. These roles, while clearly set out in documents, were not always clear to staff. We received feedback that there can be overlap of responsibilities and confusion amongst staff. Staff advised us that there can be a lack of clarity and autonomy at times, which impacted their confidence and ability to carry out their roles

effectively. People should benefit from staff who are confident and competent in their roles. We discussed with management the need for clearly defined responsibilities to allow staff to develop within their roles and have autonomy in the workplace.

While there were good quality assurance processes in place, there was no clear improvement plan for the service. Developing this would allow the service to identify what is working well, prioritise improvement areas and define responsibilities. This would help the service build skills and accountability in the leadership team and harness the skills that staff currently have. The service would benefit from involving staff in these processes, ensuring roles and responsibilities are clear and allowing staff the autonomy to carry out their roles effectively. This ensures that people benefit from a culture of continuous improvement.

## How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People should benefit from care and support that meets their needs and is right for them. We sampled staff schedules which were robust and there appeared to be no missed visits. People told us that they were happy with visit times and where possible staff had been matched to people's needs or preferences. The manager maintained oversight of the schedule to ensure that people received the correct support at consistent times.

Recruitment files sampled were in line with good practice guidance and were well documented. New staff received induction training and had shadowed experienced staff members. Various competency checks were completed throughout induction which helped ensure that new staff were confident and able to carry out care and support. Training records demonstrated that support staff understood their role and were flexible in responding to the needs of people. Team meetings occurred every three months and while valuable, we asked the service to consider alternative formats to share learning and encourage communication in between these times. Staff should be afforded the opportunity to have regular contact and communication with their colleagues. This empowers staff to feel part of an organisation, while seeking guidance and support from team members. These regular interactions also benefit people supported as staff share information, learning and resources.

People should benefit from consistent care and stable support because people work together well. We received mixed feedback from staff about how happy they were in their roles and in how well they felt supported at work. We were made aware there had been conflict amongst some staff members, while some staff members felt this had been resolved, others felt that processes in relation to these conflicts had not been followed. Policies, procedures and processes should be clear, accessible and followed effectively. This ensures that people benefit from a service which has transparent and effective processes in place, promoting staff wellbeing and respectful team working (see area for improvement one).

## Areas for improvement

1. The provider should ensure policies and procedures relating to staff wellbeing are clear, accessible and followed effectively. This should include, but not be limited to, information about how to raise concerns, including whistleblowing and conflict resolution.

When concerns are raised, staff should be informed of the outcome of any processes initiated and made aware of further options available to them.

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).

## 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.

The service made effective use of online software for personal planning. Families and people supported had the option to access these online. We sampled plans with clear evidence of the involvement of people and their families. This meant that individuals benefitted from the involvement of relevant others in assessing their support needs. Personal plans were well-written, person centred and clear. These plans provided good quality, personalised information about people's needs, outcomes and preferences. Staff understood how to access the care plans and could use the information in them to guide the support provided. This meant that people benefitted from staff providing the correct support for their current needs.

Management maintained regular oversight of the care plans and daily notes. This ensured that people's information was up to date and reflected their needs and preferences. Staff completed the required tasks and activities with people and records provided an overview of each visit. This meant that people's files had clear, accurate and relevant information that could be accessed when needed. Personal plans were regularly reviewed with people's full involvement. The quality assurance system was used to ensure reviews were in line with best practice. Where changes had taken place between reviews, most care plans had been updated to reflect this. It is important that all care plans reflect any changes to allow staff to provide the correct support for people's evolving needs.

When people are assessed as lacking capacity to make decisions, it is important that the right legal documentation is obtained by the service. Legal documentation was in place for most people, and the service was working to obtain any further authorities needed. Detailed risk assessments were in place in all personal plans we sampled. Some risk assessments focussed on health and safety risks rather than risks relating to people's care and support needs. Due to the overall high quality of the personal plans, we were confident that the right information was available to keep people safe. We asked the provider to review and update risk assessments to ensure they align with people's needs and the support provided.

## 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 good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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