

Glasgow Services

Housing Support Service

Community Integrated Care
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Unannounced

Completed on:
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Service provided by:
Community Integrated Care

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Service no:
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About the service

Glasgow Services is a Housing Support and Care at Home service. The provider is Community Integrated Care. The service is provided for adults with a learning disability. Some of the people who use the service also have an additional physical or sensory impairment, and complex communication support needs.

There are 18 services across the Glasgow area that are arranged into 7 'clusters', each cluster has at least 1 service leader in place for the day to day management of the services. These will be referred to as services for the purpose of the report. All clusters are overseen by the regional manager.

At the time of the inspection the service supported 54 people.

About the inspection

This was an unannounced inspection which took place between 11 February and 18 February 2026. We visited between the hours of 9:45 and 18:15. The inspection was carried out by three 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 22 people using the service and four of their family members ;a further three family members responded by email
- spoke with 23 staff and management;
- observed practice and daily life;
- reviewed documents;
- received survey responses from one visiting professional, three friend, family or supporter, and eight staff members.

Key messages

People were supported to achieve their own goals with personalised, well planned support.

The service had been working to make improvements they had identified and this was reflected in improvements we saw in service delivery.

The service has established robust and comprehensive quality assurance systems that provide effective oversight and support continuous improvement

Some improvements could be made to how meetings and conversations are recorded to evidence the discussions that took place.

The service should continue to review and update personal plans.

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?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

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

The provider had been actively working to improve medication management, including sourcing enhanced training for staff. This had resulted in a reduction in medication errors and ensured that people were safely supported with their prescribed medication.

People had opportunities to socialise with peers, friends, family, and the wider community. The service was working proactively to further increase activity levels and community participation. We saw evidence that people were setting their own personal goals and were being supported to achieve these. This meant that support was individualised and aligned with people's needs, preferences, and aspirations.

Input from other professionals, where relevant, was evident throughout care planning. Physiotherapists, learning disability nurses, and speech and language therapists were actively involved in supporting people's care. This ensured that care was informed by the advice of practitioners with appropriate expertise.

Where people had specific dietary requirements, these were being well met. People were supported to make choices within the limits of their dietary needs, promoting both safety and independence.

Staff spoken with demonstrated strong knowledge of the people they supported. We observed positive, warm, and friendly interactions between staff and individuals. These good relationships enhanced people's wellbeing. Staff were able to identify changes in a person's health or wellbeing and made timely referrals to relevant professionals when required.

People were able to provide feedback about their service and raise any concerns they had; these were responded to by team leads. Some people were supported to make meaningful contributions within their homes, such as completing tasks and participating in decision-making. This helped people to feel included and valued.

The service's own improvement plan identified several areas requiring development, and work was already underway during the inspection. It was positive that these areas had been self-identified, and we observed evidence of ongoing progress. As a result, we have not written any additional areas for improvement, as the service is already focused on those highlighted through its internal quality assurance processes.

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.

We could see that the provider had robust systems in place for monitoring of service delivery and quality. Regular audits were carried out by Service Leads, the registered manager, the quality assurance team and the operations manager. Actions were added to a centralised system which management at all levels had oversight of. This meant that the system had the capacity to support management to monitor progress on agreed actions. Actions included ensuring staff training and supervision was up to date and that people supported by the service had up to date reviews. We felt confident that the processes in place were robust.

As these processes were still embedding we expect to see further evidence that these systems are driving continuous improvement at future inspections.

An area for improvement for this had been written at a previous inspection and is now met. (see discussion in the section of report that discusses the previous area for 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 are supported in their own homes either on an individual basis or in a small group. The number of staff supporting each person is agreed with the local authority commissioning team. Staff reported that they generally felt there was enough staff on shift to meet people's needs and that staff worked well together.

There was a comprehensive training programme in place for staff and high levels of completion amongst the staff team. This meant that the staff team had the knowledge and skills required to do the job well.

The staff team had regular opportunities to feedback on their experiences through team meetings. In addition to this the format for staff supervision, called 'You Can' by the provider, ensured that staff had opportunities to raise any issues they had. The format was designed to encourage staff to develop reflective practice as well as to be a support for management if there were any performance management issues. This meant that staff had opportunities to share concerns and suggest improvements. We reviewed a sample of minutes from team meetings and from U Cans and could not identify from some of the minutes where discussions had taken place or that members of staff had received opportunities to share their views. Improvements could be made to how these are recorded to ensure that they evidence the discussions that took place. We have written an area for improvement to develop the skills of the staff team to record discussions that have taken place. (see area for improvement one)

Feedback we received from families was that the staff were good and knew the people they support well. There were some concerns from families and staff that there had been a high level of staff turnover, this can have an impact on people while new staff get to know the people they support. There had been some recent recruitment which it was hoped would help to ensure a stable staff team. We found that staff were recruited safely.

Areas for improvement

1. The provider should ensure that people taking minutes of meetings and supervision are recording evidence that demonstrates that members of staff have been given opportunities to share their views. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 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?

4 - Good

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

Personal plans were well written, person centred and written in a way that was respectful to the person. There was a good level of detail in plans to ensure that staff knew people's likes, dislikes and routines. This meant that plans gave clear direction to staff about the needs of the people they were supporting.

People's families and external professionals were involved in developing people's plans, where appropriate. This ensured that people had plans written based on their individual needs as well as on expert advice.

We found that not all plans reflected people's current lives as they had not been updated as people's lifestyle's had changed. Discussions with service leads suggested there were some challenges in communicating with staff why it was important to ensure plans were updated. We have written an area for improvement to ensure this is addressed. (see area for improvement one)

Areas for improvement

1. The service should ensure information in care plans is up to date and reflects the person's current lifestyle and choices.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 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)

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 ensure that people experience a service which is well led and managed, quality assurance system should support a culture of continuous improvement. The provider should continue to develop the skills of the staff team to ensure that auditing and planning for improvement are effective and ensure that actions and progress are monitored and timescales for actions are adhered to.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 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 31 March 2025.

Action taken since then

Since our previous inspection the provider had implemented a robust system for monitoring service provision and quality.

This was supported by a more skilled leadership team who had been supported to understand the expectations on them. The Quality assurance team were providing support for improvement in addition to completing detailed and effective audits.

This has been 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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