

Lanarkshire Supported Living Service Housing Support Service

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Unannounced

Completed on:
19 March 2026

Service provided by:
Penumbra

Service provider number:
SP2003002595

Service no:
CS2004061892

About the service

Lanarkshire Supported Living Service, Penumbra, offers a recovery focussed approach, inclusive of practical and emotional support; to promote mental health and mental wellbeing to people living in their home. The service is spread over North Lanarkshire.

The service office base is located in Glasgow city centre. It is easily accessible by public transport with a 10 or 15 minute walk. There is a lift or stairs in the office building to take you to the office floor.

At the time of inspection, the service was supporting 12 people.

About the inspection

This was an unannounced inspection which took place on 16 March and 17 March 2026 between 09:00 and 16:30. 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 five people using the service
- spoke with four staff members and management
- spoke with one visiting professional
- observed practice and daily life.

Key messages

- People were happy with the care and support they received and achieved very good outcomes for their mental health and wellbeing.
- Staff knew people very well and had built supportive and respectful relationships with people being supported.
- The external professional spoke highly about the care and support provided.
- Care and support was person centred and reflected current needs and preferences.

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

Staff treated people respectfully and with dignity. They took their time and listened to what people were saying. People felt staff had the skills and knowledge to deliver care, and to deliver it to a very good standard. A person being supported told us, "I feel happy with the care and support I receive. There is nothing that could be better."

A visiting professional told us, "I feel all outcomes are being met [for people]. If needed, plans are adjusted to meet needs". "Staff don't push people and go at their pace. Staff definitely know about mental health. The support is fantastic."

Staff understood their role in supporting people to access healthcare and sought support from suitable services and professionals. Staff recognised changing health needs for people and shared this information quickly. A person being supported told us, "They kept me out of hospital when I was unwell". "Staff were really good at looking after me."

A visiting professional told us, "I trust them [the staff], they know people well, know changes in people's behaviours and how to support."

This meant people could feel safe and assured about receiving the right care at the right time.

People were fully involved in making decisions about their physical and emotional wellbeing through their support plans and I-ROC (Mental health recovery evidence-based recovery tool). These plans were detailed, personalised and reviewed regularly. Staff told us, "[the] Service ensures people take the reins of their support."

People were supported to maximise their independence and abilities which supported the recovery approach. This included help with finances, shopping, bills, and self-care. This meant people could build and maintain their confidence and self-esteem.

Furthermore, people were supported to be part of their community and accessed local amenities. This boosted people's mental and physical wellbeing. People had access to technology to seek support if they needed it through an alarm call system. We also observed how people used technology such as 'Alexa' to support their safety and comfort.

For those who required support with medication, staff were confident in how to prompt and encouraged people to take an active role in administering their medication in line with the prescribers' instructions.

How good is our staff team?**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.

Staff had built trusting relationships with people and knew them extremely well. People being supported were treated with dignity and respect by staff. We saw evidence of good relationships between people and staff and used this to very good effect in gaining people's views and wishes. We could see people enjoyed staff being in their company. Staff treated people with dignity and respect. This led to people enjoying spending time with staff, who encouraged them to express their views and wishes.

People told us, "I don't know what I would have done without the staff. Staff treat me with dignity and respect and compassion."

Staff worked very well together and had built an effective working team. There were positive relationships and the team regularly sought advice and guidance from each other throughout the day. Staff told us, "Colleagues are "Magic" and "very supportive." "I have several daily contacts with them." This meant, people received support from a consistent and stable team.

Staff benefited from a robust induction plan, and a subsequent ongoing training programme. Staff told us, "The training was very helpful and set the scene on how to support people and what to expect. It gave a lot of information regarding trauma and how these manifest in real life." and "Felt induction provided a good level of understanding to the job role." As a result, people received support from skilled and competent staff.

Team meetings took place regularly and ensured communication was effective, efficient and up to date. Staff found this to be positive and beneficial for sharing information. This meant people benefited from a team who were aware of any changes to their support needs.

Staff found their manager to be approachable and supportive and provided regular contact and guidance for them. This provided staff with support, increased confidence and a positive team dynamic. Staff told us, "The manager is very good, always available and ready to help with anything "and " The manager listens to us and requests feedback. She is interested in our opinions."

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

The provider should ensure that the support plans in place contains accurate and up-to-date information.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards 1.15 which states '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.'

This area for improvement was made on 19 December 2020.

Action taken since then

Support plans reflected people's current needs and wishes and reflected current and accurate information. Support plans run beside IROC identifying people's journey travelled.

This area for improvement has been met.

Previous area for improvement 2

The provider should develop an annual service improvement plan incorporating the following:

- What people experiencing care have suggested for improvements in the feedback surveys
- Any audit actions, both short term and long term, to improve outcomes for people
- Any areas for improvement suggested by the Care Inspectorate
- How the service will embed the Health and Social Care Standards into their culture and ethos.

This will ensure the service is meeting the Health and Social Care Standard (4.19) which state 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.'

This area for improvement was made on 19 December 2020.

Action taken since then

Development plans included focussed areas regarding leadership, staff wellbeing, managing risks, accidents and wellbeing of people. The service were now in a good position to develop these with training, employee assistance and staff supervision.

Production of person being support questionnaires were used to capture the views of people who used the service. Management oversights and audits were in place to ensure outcomes for people were being met. These areas reflected the health and social care standards – values and principles.

This area for improvement has been met.

Previous area for improvement 3

Audits and spot checks should be carried out, recorded and followed up timeously to cover such areas as the following:

- Staff punctuality and presentation
- Staff engagement with people
- Staff supervision
- Staff training

The service should find ways for people experiencing care to be part of these processes. This would be in line to meet The Health and Social Care Standards (4.11) which state 'I experience high quality care and support based on relevant evidence, guidance and best practice' and 4.11 'I experience high quality care and support based on relevant evidence, guidance and best practice.'

This area for improvement was made on 19 December 2020.

Action taken since then

Audits and oversights were in place to monitor key areas including supervision, staff training and punctuality of staff. Questionnaires for people who used the service had been distributed to capture feedback from people. This included views around staff engagement during support visits, which were discussed with staff and management to make them meaningful.

Workplace dress code had been introduced at staff induction and discussed with staff through formal supervision as needed.

This area for improvement 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?	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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