

Glasgow SOLE Housing Support Service

Quarriers, Room 4
Pollok Community Centre
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Type of inspection:
Unannounced

Completed on:
6 March 2026

Service provided by:
Quarriers

Service provider number:
SP2003000264

Service no:
CS2004059281

About the service

Glasgow SOLE is registered to provide housing support and care at home for adults. At the time of inspection, the service was supporting 39 people across ten supported living projects and one outreach service.

The service provider is Quarriers and led by a registered manager, supported by a deputy manager and team leaders. Support ranges from a few hours per week to 24-hour care, depending on each person's assessed needs.

Glasgow SOLE supports adults with a wide range of disabilities and complex needs. Staff work closely with each person to understand their routines, communication preferences, and sensory needs, helping ensure support is personalised, consistent and centred around what matters most to them.

About the inspection

This was an unannounced inspection which took place between 3 and 6 March 2026 between 08.30 and 19:00 hours.

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 17 people who use the service
- Spoke with 14 staff and managers and reviewed feedback from 26 pre-inspection questionnaires
- Spoke with seven relatives and reviewed feedback from ten pre-inspection questionnaires
- Received feedback from five external professionals
- Observed day-to-day life and staff practice
- Reviewed a range of documents.

Key messages

- A well-established culture and genuine commitment supports individuals to flourish and live fulfilling, meaningful lives.
- The service actively involved people and families in decision-making about their care arrangements and service development.
- People's choices, wishes and beliefs were valued and supported extremely positive outcomes.
- Leaders promoted a value-based cultured which enabled people to get the most out of life.
- Excellent assurance systems supported management oversight and led to inclusive service development.
- Personal plans clearly reflected what mattered to people which positively impacted improvements in daily activity, health and wellbeing.
- Staff knew people well and supported people in a person-centred way that valued their personhood.

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?	6 - Excellent
How good is our leadership?	6 - Excellent
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?

6 - Excellent

People experienced high-quality, outcome focused care based on their need's preferences and aspirations. We evaluated this key question as excellent as the service demonstrated sector leading, innovative and effective practice.

Across all localities of Glasgow SOLE there was a well-established culture and genuine commitment to support individuals to flourish and live fulfilling, meaningful lives.

People experienced consistent, safe, skilled, and compassionate support that had a clear and positive impact on their health, wellbeing, and quality of life. The stable staff team knew each person extremely well, including their communication style and what really mattered to them. This meant people felt valued and listened to.

People's homes were calm, personalised, and supportive. Familiar routines and trauma informed approaches helped people feel safe, secure, and comfortable in their home. One person said, "I really like living here. The staff are great," and then another said, "I get on well with my housemates." Staff supported individuals to maintain their home life and promoted independent living skills such as menu planning, shopping, cooking, baking, cleaning and laundry tasks giving individuals choice and a strong sense of achievement.

People benefitted from a consistent staff team in each location who ensured health needs and changes in people's presentation were identified quickly and responded to appropriately. Staff proactively worked with a wide range of relevant health professionals to ensure people stayed as well as they could. Appropriate arrangements ensured medication was administered safely, discreetly and in a caring, respectful manner which promoted health and wellbeing with one professional telling us, "Staff have been excellent and work well with other professionals."

A series of accessible wellness awareness sessions in response to feedback from supported people had been introduced. These supportive sessions were designed to improve people's understanding of their own health. Topics included healthy eating, the importance of regular physical activity, body changes, recognising early signs and symptoms of common health issues, and understanding age-related and hormonal changes. One person said, "My key worker taught me deep breathing exercises... these help me feel grounded." This proactive approach helped people make informed choices, improved people's awareness, independence, and overall wellbeing.

Families and professionals consistently gave very positive feedback. They told us communication was prompt and effective, they felt informed and involved. Families described the support as "phenomenal" and "exceptional," reflecting strong trust in the service and confidence that people received high-quality care.

Staff were proactive and innovative in their approach to ensuring people lived fulfilling lives. People were supported to develop skills, maintain preferred routines and participate in community life in ways that suited their interests and abilities. We heard about an excellent range of meaningful community activities. This included various sports, theatre and cinema visits, diverse community celebrations, ceilidhs and local clubs and groups. People enjoyed regular shopping trips and meals out. This meant people had developed support networks, friendships and benefitted from a strong sense of inclusion and belonging.

There is an annual pantomime, planned, rehearsed, and performed by supported people. We heard how a supported person had gradually grown in confidence over time and performed on stage. This significant personal achievement reflected the nurturing environment that enabled people to progress at their own pace.

People spoke positively about planning and enjoying their supported holiday experiences. Shared experiences like travelling, sightseeing, and relaxing together helped strengthen bonds. Some holidays included physical and confidence building activities such as indoor skydiving and a helicopter trip. These opportunities promoted independence, social connection, and a strong sense of achievement.

Some supported people took part in volunteering roles, which helped build confidence, develop skills, and give a sense of purpose and achievement. For those who chose to have them, pets played a positive role. Staff supported people to care for their pets safely, and families told us this had meaningful emotional benefits.

How good is our leadership?

6 - Excellent

We found sector leading strengths in how the service was led and how these supported positive outcomes for people, therefore, we evaluated this key question as excellent.

Leadership was strong, well organised and focused on continuous improvement. The service's aims and values were clearly reflected in everyday leadership. Leaders promoted a culture grounded in independence, inclusion, and physical and emotional wellbeing, while respecting each person's beliefs and right to choice. This values driven approach ensured that the support delivered was consistently personalised, rights based, and created a positive environment where people felt respected and listened to.

Excellent oversight within supported living projects ensured effective oversight of day-to-day practice.

Staff felt well supported and described managers as accessible and responsive, which contributed to a positive culture and promoted confidence in raising issues and seeking guidance. Leaders responded promptly and appropriately to support the staff team, manage challenges and complex support arrangements. Additional resources, trauma-informed practitioner input, and reflective practice sessions supported a coordinated approach to managing risk and ensure positive outcomes for supported people.

Families and professionals shared positive views about leadership and communication. One relative said, "Management are always there when we need them," while professionals described staff as reliable, well prepared, and effective in their roles, noting, "They always communicate clearly and follow things up."

Assurance systems were well established and supported robust management oversight which gave excellent assurance about performance and ongoing structured improvement. Audits of key areas included medication, finance, and staffing checks, along with monitoring of accidents and incidents, staff training and supervision tracking. Inclusion audits were routinely carried out. Areas which needed attention were proactively identified and effective action plans implemented which led to improvements.

Staff received regular supervision and observations of practice. This gave assurance that staff worked in accordance with best practice guidance.

People were involved in staff recruitment when it was appropriate for them. The service found simple and creative ways to make sure everyone could take part if they wanted to.

An annual development day called "Our Voices" brought supported people, relatives, and staff together from each location. This gave people opportunity to talk about what mattered to them and how they wanted the service to develop. People's views directly shaped how the service was run. Each locality created an action plan based on what mattered to the people living there. This ensured people's goals guided everyday support and improvements reflected their experiences and priorities.

The annual SOLE Awards ceremony, enabled people, staff and families to celebrate achievements, share projects and recognise people's strengths. The voice of supported people was integral. They helped choose award categories and vote for the winners. This meant the celebratory event truly reflected what mattered to them. Families told us they enjoy being part of the event. The ceremony generated a strong sense of fun, pride and belonging by giving everyone the chance to unite, dress up and celebrate each other's successes.

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.

People experienced consistently positive outcomes because personal planning was detailed, personalised, and regularly reviewed. Plans clearly reflected what mattered most to each individual, leading to measurable improvements in people's confidence, wellbeing, and daily experiences. Plans included detailed guidance on communication, sensory needs, emotional wellbeing, health conditions, preferred routines and cultural or faith practices. This ensured staff had the information needed to deliver consistent and appropriate support. Regular review and timely updates meant staff could respond quickly to changes, reducing distress and promoting stability and reassurance.

Personal plans reflected people's daily lives in meaningful and accessible ways. Plans used photographs, personal stories, and clear examples of what mattered to each person, bringing their experiences to life.

Risk assessments were detailed and addressed key areas such as mobility, epilepsy, behaviour, sensory needs, medication, outings, and overnight support. These assessments and agreed strategies supported safe and positive risk-taking, enabling people to participate confidently in community life and develop and maintain important routines. Families also told us they saw clear improvements in communication, confidence, and daily functioning as a result.

Overall, the strong link between detailed assessment, personalised planning and consistent staff practice meant people achieved outcomes that reflected their wishes, strengths, and aspirations.

People and their families were actively involved in shaping support and told us they felt well informed and included in decision-making. Comments such as, "Staff keep me updated and always include me," and, "They support them to pursue the things they enjoy," reflected strong partnership working. Reviews were up-to-date, and when needs changed, staff made timely adjustments in collaboration with families and professionals to keep support relevant, responsive, and person-centred.

A transition to digital personal planning was underway. It is expected when complete this will support streamlining of care related documentation, reduce duplication and improve accessibility. We shared that existing 'as required' medication guidance could be enhanced as some lacked sufficient detail around recognising nonverbal indicators of pain. The management team acknowledged this and provided assurance that the guidance would be reviewed and strengthened.

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our leadership?	6 - Excellent
2.2 Quality assurance and improvement is led well	6 - Excellent
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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