

# Renfrewshire and East Renfrewshire Mental Health, Learning Disability and/ or Physical Disability Service Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
20 March 2026

**Service provided by:**  
Turning Point Scotland

**Service provider number:**  
SP2003002813

**Service no:**  
CS2004077586

## About the service

Turning Point Scotland Renfrewshire and East Renfrewshire Service is registered as a care at home and housing support service providing support to individuals with learning/physical disabilities and/or mental health conditions. The service encourages people to be part of their local community and provides various levels of support in their own home. This can range from a few hours a week to 24 hours per day and can include sleepover or night shift support based on the needs of the individual. An 'on call' service is provided for access in an emergency for staff supporting individuals. The service was operating only in Renfrewshire at the time of inspection and provided support at 16 houses and/or flats. The head office is based in Renfrew which also supports a Hub for people attending various activities. At the time of inspection 49 people were supported by the service.

## About the inspection

This was an unannounced inspection which took place between 17 and 20 March 2026, between the hours of 09:00 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, complaints and 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 five of their relatives
- spoke with 29 staff including management
- explored the responses of electronic questionnaires: seven from staff, five from relatives and three from visiting professionals
- undertook visits and observed practice
- reviewed documents.

## Key messages

- People experienced warm, respectful interactions that made them feel valued
- People took part in activities that reflected their choices, interests and personal outcomes
- Staff used creative approaches to promote independence and skill development
- Strong teamwork contributed to positive experiences and outcomes for people
- Accurate recording of medication support was needed to ensure people's safety
- Recording of restrictive practices lacked clarity and consistency, limiting oversight.

## 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?	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?

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 going places with the staff" and "the staff team look after me". A family member told us that staff know how to support their loved one "better than we thought anyone ever could". This had helped them feel reassured about their loved one's care and ongoing support. We observed kind and respectful interactions during visits. People were supported to be independent and exercise their choices in what they ate and how they spent their time. This meant that people felt empowered and demonstrated the service's person-centred approach to care.

Staff supported people's health and wellbeing needs, and medication support was delivered in line with good practice guidelines. Visiting professionals told us that the service continuously provides valuable and committed input into people's care making any joint working very effective. This meant that people's health and support benefited from a collaborative approach of relevant professionals. Staff were knowledgeable about protection procedures, and these had been initiated when required. Staff supported nutrition sensitively, although some practices around restrictions required clearer documentation.

We sampled robust and transparent financial records that were accurate and demonstrated people's preferences and choice. This allowed people to use their finances to benefit from trips, activities and outings which supported their wellbeing. We observed activities provided by the service which were well attended and engaging. Staff encouraged people to complete tasks which had helped with resilience and confidence building. Family members told us that these activities were a valuable part of their loved one's support and had improved their lives significantly.

## 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 staff who are knowledgeable, trained and able to reflect on practice. Staff were knowledgeable and engaged in continuous development, but training records did not consistently capture the full range of completed learning. Team meetings and supervisions occurred regularly and in line with policy and staff told us they benefitted from this.

Staff were knowledgeable surrounding medication support and management conducted regular competency checks and observations of practice. We did highlight an example where a person's rescue medication was not available in the service and documentation was incomplete which exposed the individual to unnecessary risk. (See area for improvement one). This medication was quickly obtained and management made efforts during the inspection to ensure that staff were aware of the errors and documentation was rectified.

People should benefit from care and support that meets their needs and is right for them. We sampled staff schedules which were mostly in line with the needs of the people supported. In a small number of teams there were insufficient staff resources to support people fully. This was due to the changing needs of people supported and staff absences. The provider should ensure there are sufficient resources to support people safely and when issues have been identified that an assertive approach is taken to resolve this, involving relevant agencies where appropriate.

Recruitment procedures were robust. New staff received thorough induction training and support. People who used the service contributed to recruitment, strengthening values based selection. Staff told us that they were happy within their roles and felt supported by visible, approachable management. In one location, environmental safety concerns had been raised which meant staff felt vulnerable when working alone. The provider had attempted to address these concerns through the introduction of new safety measures. These were ongoing and had not been fully implemented at the time of the inspection.

### Areas for improvement

1. To support people's health and wellbeing, the provider should ensure all prescribed medication is available when needed and accurate documentation is maintained.

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

'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24)

### 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.

People should have personal plans which detail their support needs, choices and wishes. Personal plans were clear, person centred, and informed by families and professionals. This meant that people's planned support benefitted from the input of relevant individuals. Daily notes were meaningful, reflective, and linked to outcomes. These were individual outcomes which reflected the person's wishes and preferences. Management maintained effective oversight, and reviews occurred within required timescales. This meant any changes to people's health were quickly addressed and care plans were updated to reflect ongoing support.

While care plans were clear, we sampled risk assessments which did not fully reflect people's current situations and required updating. Some risk assessments did not outline the steps staff should take if concerns arise and had limited emphasis on preventative strategies designed to reduce risk. Several risk assessments did not reflect a person's current needs or provide clear preventative guidance. Documentation of restrictive practices was not always complete, reducing transparency and consistency (See area for improvement one). Clear and detailed documentation ensures consistent staff guidance, supports safe decision-making, and reduces the risk of restrictions being used inconsistently or without appropriate agreement and oversight.

## Areas for improvement

1. To support person centred care, the provider should ensure risk assessments and documentation of restrictive practices are clear, accurate, and are reviewed regularly.

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

'I am supported to manage any risks.' (HSCS 2.24)

## 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 staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	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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