

# West Lothian Housing Support Services Housing Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
24 March 2026

**Service provided by:**  
Autism Initiatives (UK)

**Service provider number:**  
SP2004006462

**Service no:**  
CS2010272010

## About the service

West Lothian Housing Support Services is provided by Autism Initiatives, a not for profit organisation. The service was registered with the Care Inspectorate in January 2012.

The support team consists of a registered manager, team leader, senior support worker and support workers. At the time of inspection, the team was supporting five people who lived in their own homes in West Lothian.

All of the people supported had complex support needs and most required staff support seven days a week over a 24 hour period.

## About the inspection

This was an announced (short-notice) inspection which took place on 19, 20 and 23 March 2026. The inspection was carried out by one inspector 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 three people using the service and received feedback from people and their relatives via our survey
- Spoke with seven staff and management and received feedback from 13 staff via our survey
- Observed practice and daily life
- Reviewed documents

## Key messages

- People benefitted from warm and trusting relationships with staff because staff knew them well.
- Staff were committed to supporting people in a personalised and positive way that enhanced their lives
- People could be confident in their support because care plans were very person-centred and provided detail about their aspirations 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
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 were treated with dignity and respect and staff had genuine, kind, reassuring and respectful relationships with people. People told us that staff knew them well, including their preferences and aspirations and how they wanted to spend each day. Staff continually encouraged decision making and choice. This meant that people had control over their support and that their wishes and choices were respected.

Staff were committed to supporting people in a personalised and positive way that enhanced their lives, and people told us they trusted their staff team and were very happy with the care and support they experienced from the service.

Personalised and carefully planned support was provided during transitions and staff were mindful of the impact both on people and their families, ensuring the experience was positive and outcomes focussed.

Staff supported people using their preferred communication methods and used social stories to support people to attend health appointments, working in partnership with health professionals to reduce anxiety and support positive health outcomes.

People had control of their own health and wellbeing wherever this was possible and were enabled to make informed health and lifestyle choices that contributed to positive health. There was a medication policy and procedures in place however some amendments to policy and practice were needed. We were confident in the plans of the service to address this to ensure they were following best practice guidance where administration of medication was part of peoples planned support.

## 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.

People using the service benefitted from a warm atmosphere because there were good working relationships among the staff team. Staff were flexible and supported each other to work as a team to benefit people. Staff worked well together, building strong, trusting relationships with the people they supported. Staff supported people in decision making, planning and taking part in activities of their choice.

There was very good level of consistency of staffing for people, whilst ensuring enough staff knew each person if they were needed to support them. This meant that the way staff were deployed promoted positive outcomes for people. People told us "The staff are helpful to me", "I get on well with all the staff" and "After a rocky start, care staff have been more consistent, which had made a huge difference to my care".

Staff received regular and meaningful support and supervision which included discussion and reflection on performance and development. This enabled staff to reflect on their practice, develop knowledge and skills and provide consistent care to those they supported.

Supervisions were carried out regularly and these ensured staff were supported both professionally and personally. Staff told us they found supervisions beneficial and that they felt valued and supported in their role. They told us that the management team were approachable and responded proactively to any issues or concerns. Staff all told us that their induction and training adequately prepared them for their role, and all agreed that they felt well supported and confident in carrying out their role. One staff member told us "The company provides excellent training, clear guidance and strong resources that empower me to deliver outstanding care with confidence".

### 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's health, safety and social care needs were appropriately assessed, documented and effectively communicated between all relevant staff. A new electronic care planning system was in place with training for all staff to ensure they understood their responsibilities in maintaining accurate records. Not all information had been transferred over to the new system however it was clear that once complete, this would contribute to improved information-sharing and ultimately to improved outcomes for people.

Individual care plans were respectfully written and had clear outcomes that reflected people's aspirations and preferences. These plans were outcomes-focused, centred around each individual with clear descriptions and explanations of the type of support each person needed and preferred.

Plans were regularly reviewed with people, and/or their family/friends/carers as appropriate, to evaluate how accurately the plans reflected the needs of the person and how well the service was meeting their needs. This meant care plans reflected what was important to each person.

Risk Assessments were thorough, detailing control measures and referring to any protocols which had been put in place.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 15 February 2020, the provider must:

Ensure that all documents are accurate, sufficiently detailed and reflect the care planned or provided.

Provide training so that staff are aware of their responsibility in maintaining accurate records.

This is to ensure care and support is consistent with Health and Social Care Standard 4.11: I experience high quality care and support based on relevant evidence, guidance and best practice.

This is in order to comply with: Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

**This requirement was made on 22 January 2020.**

#### Action taken on previous requirement

A new electronic care planning system was in place with training for all staff to ensure they understood their responsibilities in maintaining accurate records.

Documents were person-centred, outcomes focussed, accurate, sufficiently detailed and appropriately reflected the care planned and provided.

**Met - within timescales**

## 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 service users' health, safety and social care needs are appropriately assessed, documented and effectively communicated between all relevant staff.

This must include, but is not limited to ensuring that:

- a) plans and records are accurate, sufficiently detailed and reflect the care planned or provided
- b) plans are updated in a timely manner when a person's care and support needs change
- c) plans are regularly reviewed with people, and/or their family/friends/carers as appropriate, to evaluate how accurately the plans reflect the needs of the person and how well the service is meeting these needs

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My personal 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) and "My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected" (HSCS 1.23).

**This area for improvement was made on 15 February 2023.**

#### Action taken since then

People's health, safety and social care needs were appropriately assessed, documented and effectively communicated between all relevant staff.

Plans and records were accurate, sufficiently detailed and reflected the care planned and provided.

Plans were updated in a timely manner when a person's care and support needs changed.

Plans were regularly reviewed with people, and/or their family/friends/carers as appropriate, to evaluate how accurately the plans reflected the needs of the person and how well the service was meeting their needs.

This area for improvement was met.

#### Previous area for improvement 2

To ensure people experience safe care and support where management have a good oversight and monitoring of the service, internal quality assurance should be improved.

To achieve this the provider should ensure there are appropriate systems in place to support a culture of continuous improvement by;

- a) ensuring care reviews are carried out six monthly or, sooner if required, and any information from the care review is updated within the care plan.
- b) ensuring there is a process to enable people supported by the service, families and representatives to express their views on the quality of the care and support provided by the service
- c) ensuring there are quality assurance systems in place, effectively identify areas for improvement and an action plan is developed to drive forward improvements with responsibilities and timescales.

This is to ensure care and support is consistent with Health and Social Care Standards which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.1)

**This area for improvement was made on 15 February 2023.**

## Action taken since then

Internal quality assurance was in place for the monitoring of reviews and people, and their families or representatives where appropriate, were involved in feeding back on the quality of their care and support.

Care plans were accurate, person-centred and up to date.

Quality assurance systems were in place, which effectively identified areas for improvement including responsible person(s) and timescales.

All of this meant that appropriate systems was in place to support a culture of continuous improvement.

This area for improvement was met.

## Previous area for improvement 3

The service provider should ensure staff receive a regular support and supervision and performance appraisal to enable them to reflect on their practice, develop knowledge and skills and provide consistent care to those they support.

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

Also, the Code of Practice for Employers of Social Service Workers which state you will: 'Effectively manage and supervise social service workers to promote best practice and good conduct and support staff to continuously improve their performance and make sure they are fit to practise.' (2.2)

**This area for improvement was made on 15 February 2023.**

## Action taken since then

Staff received regular and meaningful support and supervision which included discussion and reflection on performance and development.

This enabled staff to reflect on their practice, develop knowledge and skills and provide consistent care to those they supported.

This area for improvement was met.

## 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?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very 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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