

# Wheatley Care Falkirk Supported Living Service Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
30 March 2026

**Service provided by:**  
Wheatley Care

**Service provider number:**  
SP2006008236

**Service no:**  
CS2019378277

## About the service

Wheatley Care Falkirk Supported Living Service is a combined housing support and care at home service. It provides a service to adults who may have mental health issues, learning disabilities, substance and alcohol misuse issues and physical disabilities living in their own homes.

At the time of our inspection the service supported 29 people. People received support ranging from a few hours a week to 24-hour support. Most people lived in their own homes across the Falkirk area. Three people lived in a "House of Multiple Occupancy" (HMO). This is accommodation where people have their own tenancy within a shared house and share some facilities and staff.

The service has an office base in the Camelon area of Falkirk. A full-time registered manager oversees the service. The service registered with the Care Inspectorate on 31 March 2020. The provider of the service is Wheatley Care.

## About the inspection

This was an unannounced inspection which took place on 24, 25, 26 and 27 March 2026. 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 10 people using the service.
- spoke with seven staff and management
- observed practice and daily life
- reviewed a range of documents.

## Key messages

- Staff were patient, understanding, kind and compassionate, and promoted independence and confidence, which helped maximise people's wellbeing.
- People told us they felt respected, listened to and valued.
- Staffing arrangements supported positive outcomes for people.
- Most care plans were of good quality, with appropriate and clearly documented risk assessments in place.

## 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.

Support was provided in line with relevant best practice guidance and a commitment to ensuring positive outcomes for people. Staff were patient, understanding, kind and compassionate, whilst remaining professional in their interactions with people. People trusted the staff that supported them and this helped build confidence in their ability to achieve their goals and aspirations.

Staff promoted independence and confidence, which helped maximise people's wellbeing and people told us that they had positive relationships with staff, felt well supported and happy with their routines, and that they were offered choice and involved in decision making. One person told us "I'm treated with the utmost kindness, compassion, patience and understanding, in addition to great courtesy and respect at all times, and by all members of staff". This meant that people felt included, valued and respected, and those relationships provided meaningful social interaction in people's lives and helped improve their self-esteem.

Staff encouraged people to maintain and build relationships and be involved in their community and supported meaningful activities based on what was important to people or aligned with their interests. People were involved in planning their support and goals, which meant that support reflected people's wishes and preferences. One person told us "My support is a true lifeline to me... it has such a positive impact on my overall life and wellbeing. I receive an exceptionally high quality of service from Wheatley (and consistently so!), which allows me to remain within the community, and to be as independent as possible".

People felt comfortable and confident in speaking with staff and management. They told us they felt respected, listened to and valued. We heard evidence of the compassion and continuity provided during and after traumatic events, both to people being supported and to their relatives.

Staff in the service understood their role in supporting people's access to healthcare and people benefitted from support to access community healthcare and treatment from competent trained practitioners, including prevention and early detection interventions. This meant that people had access to the right healthcare from the right person at the right time.

People were enabled to make informed health and lifestyle choices that contributed to positive physical and mental health, and had as much control as possible over their medication; benefitting from a medication management system that adhered to good practice guidance. People with complex needs were closely monitored and for those unable to tolerate screenings, staff used reasonable adjustments to support access to health care when this was needed. Staff recognised changing health needs and shared this information quickly with the right people.

There were robust financial systems, clear risk assessments and pro-active action when people were found to be financially or otherwise vulnerable.

**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. Feedback from all parties contributed to how scheduling arrangements were planned. This included how best to deploy staff to support people's preferences and ensure good continuity of care. Some people preferred, and were supported by, a small team which suited them. Others had a larger group of staff who supported them, but told us they benefitted from this as it provided them with a range of social opportunities. These staffing arrangements supported positive outcomes for people. One person said "I have grown to trust the staff implicitly, many of whom have assisted me for a number of years now, and I feel quite comfortable with the people who visit".

Staff understood their role and responded flexibly to changing situations to ensure that care and support was consistent and stable and supported positive outcomes for people. People could have a say in who provided their care and support. Staff provided support with compassion and engaged in meaningful conversations and interactions with people.

There was effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people. Observations of practice and 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 were very well-trained, with a variety of training available which was appropriate to the specific conditions people were living with. Staff told us they felt well-equipped to deal with any situations which may arise during the course of their work.

**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.

Most care plans were of good quality, with appropriate and clearly documented risk assessments in place. However minor improvements were needed to others. Most documents held detailed information about what was important to people, their preferences and wishes, and how they wished their care and support to be carried out. Others needed some adjustment to ensure they corresponded with the person's weekly plan of support. The service were proactive in planning to resolve these concerns so that people could be confident that their support plan clearly sets out how their needs will be met, as well as their wishes and choices.

Reviews were being carried out regularly, with documentation updated accordingly, to ensure that people were getting the right support to meet their needs and wishes. People were involved in planning their support and in reviews, and their views and preferences were reflected in the associated documents.

The service were responsive to our guidance about ensuring people had a copy of their care plan, if they wished, in a format of their choosing.

## 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

To support people's health and wellbeing, the provider should ensure it has a robust overview of the health screenings people are entitled to access.

This should include, but is not limited to, records of when health screenings took place along with the outcome; oversight of when repeat screenings are due; and oversight of when a person will become eligible to access specific screenings.

In the event there are any barriers to people accessing screenings, this should be captured in the person's support plan, along with any measures that could help the person overcome the barrier.

In the event a person is unable to access any health screenings, they should be supported to liaise with relevant health professionals to identify any other options that could support good health outcomes.

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 make informed lifestyle choices affecting my health and wellbeing, and I am helped to use relevant screening and healthcare services" (HSCS 1.28) and "I know how different organisations can support my health and wellbeing and I am helped to contact them if I wish" (HSCS 2.26).

**This area for improvement was made on 4 November 2024.**

#### Action taken since then

The service now has an overview of health screening, including appropriate records of when health screenings took place along with the outcome; oversight of when repeat screenings are due; and oversight of when a person will become eligible to access specific screenings.

Where there were barriers to health screening, this was captured within support plans, alongside details of measures put in place to identify alternative options to support good health outcomes and reduce risk. This included documented involvement and discussions with appropriate health professionals.

This area for improvement has been met.

#### Previous area for improvement 2

To support people's health and wellbeing, the provider should ensure it has appropriate guidance and procedures for the use of "as required" medications.

This should include medication administration records that detail the reason why the "as required" medication was given, along with the outcome.

There should be person specific guidance on how people who have limited verbal communication indicate that they may need to take an "as required" medication.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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) and "I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm" (HSCS 3.21).

**This area for improvement was made on 4 November 2024.**

#### Action taken since then

Appropriate guidance and procedures for the use of 'as required' medications had been put in place.

This included medication administration records that detailed the reason why the 'as required' medication was given, along with the outcome.

There was person specific guidance on how people who had limited verbal communication indicated that they may need to take an 'as required' medication.

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](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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