

# NHS Forth Valley Community Residential Resources Housing Support Service

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**Type of inspection:**  
Unannounced

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**Service provided by:**  
Forth Valley NHS Board

**Service provider number:**  
SP2003002712

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CS2003055937

## About the service

NHS Forth Valley Community Residential Resources is registered to provide housing support and care at home services to people with learning disabilities who live in the Forth Valley area.

At the time of inspection, the support was provided to 29 people. The service was provided by NHS Forth Valley and all staff were employed by the NHS. There was a manager, deputy manager and a team of team leaders who were responsible for the day-to-day running of the service. Support workers provided day-to-day care and support under their guidance. The management team were all registered nurses with support workers registered with the Scottish Social Services Council (SSSC).

## About the inspection

This was an unannounced inspection which took place on 19, 20, 23, 24 and 25 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 13 people using the service and two of their relatives
- spoke with 10 staff and management
- observed practice and daily life
- reviewed documents
- received feedback from visiting professionals.

**Key messages**

- NHS Forth Valley Community Residential Resources provided an excellent standard of care and support to people.
- Staff were dedicated to ensuring that the service supported people to lead fulfilling lives.
- The service worked towards continuing excellence.

**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 staff team?	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

We evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for people.

The service provided sector leading care and support in relation to health and wellbeing for people. Health promotion was embedded across the service. People received support to challenge traditional attitudes towards health screening for people with learning disabilities. This included working with professionals to find alternative methods of screening that were suitable to people.

The service facilitated people to share their experiences of health and wellbeing, screening and medical conditions with their peers, and empowered people to take ownership of their health and wellbeing. This resulted in people being more confident and informed about health issues that could or would affect them, and included them making changes to their lifestyle or engaging with health professionals where they had not before.

People told us how they felt about the service. Their comments included:

"Its a good service, they always do their best for me."

"I love living here, I don't want to live anywhere else."

"I'm really happy here, I get the right support for me."

"I love my house, I'm doing well."

People were responsible for designing the service as much as they wanted. There were a range of ways the service enabled this, from house meetings to collective meetings, through the service wide 'Our Voice' group, women's health and men's health forums, for example. These offered platforms for people using the service to shape it in a true sense.

There was a weekly "Fit Club" activity that met every Friday in a community centre in Falkirk. This offered people an opportunity to come along and get to know each other, have some fun dancing and chatting and form new friendships. Everyone who attended the fit club took part in some way, including all the staff who danced with people who used the service. This was a joyful fun experience for people. One person had been delegated responsibility around collecting money for this, and this had given them a much needed sense of purpose, that had enhanced their quality of life. People had got to know each other and had holidays and trips away planned with people they met through the group who had become friends. People had been able to build relationships with staff who didn't normally support them, because they had got to know them at fit club. This demonstrated that the service worked to enable and enhance natural connections for people, contributing to resource management as well.

Staff interacted with and supported people with kindness, a sense of fun, and ability to give consistency of approach to help people manage emotions and situations. We were able to track how staff implemented positive behaviour support strategies with people to help them not just cope with the activity but to get something positive out of it. Staff were respectful and discreet in how they did this.

People were truly living their best life. We could see that there were many opportunities for people to exercise choice, autonomy, access advocacy as needed, and engage with the right professionals at the right

time. Support was provided to people who had never lived away from family members or independently to settle into their homes, and gave them confidence and skills.

Relationships with family members were encouraged and supported, and the service had supported people to reconnect with family they had lost touch with and form positive relationships. Keeping in touch with family who lived far away was built into people's lives and routines. People had diaries of important dates within the personal plans, and we could see that these did not just inform what the date/event was, but also what support the person needed from staff to mark that date in a way they wanted. This helped to make plans meaningful and effective.

Medication was managed well and health conditions were supported appropriately with specialist input as necessary. The service had received excellent feedback from a specialist team on managing complex diabetes for someone. People were supported to deal with emotions and distress in a way that recognised these as functional behaviours and forms of communication, with respect shown to people throughout this. There was limited use of 'as required medication' to support people with distress because staff were skilled in identifying triggers and intervening effectively to prevent increasing distress. People were supported to be as independent as possible in managing their medication, and this included people developing skills to self manage their medications.

People were supported to develop skills and knowledge around healthy diet and nutrition, and day-to-day wellbeing support was evident. This was woven into the day-to-day structure within people's support which kept it light and meant people engaged well with it.

People had a genuinely meaningful role in staff recruitment and this enabled trust and confidence in the provider and management of the service. Staff were matched to people based on this. This all helped to ensure excellent outcomes for people.

## How good is our staff team?

**6 - Excellent**

We evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for people.

The service was sector leading in implementing the National Induction Framework for staff to support effective recruitment and induction into the service. This supported staff to plot and transfer skills, training and knowledge from previous employment and map this against what the service needed staff to gain. In this way, recruitment of staff could be smoother and quicker and provide better consistency and quality of care and support to people.

Staffing levels were appropriate to the needs of the service and there was continual review and assessment of needs when things changed. There were many examples of this; for instance, stepping up overnight support when people had newly moved into the service to ensure they had a smooth transition and that people who already lived in those homes could be supported with any disruptions. This demonstrated how the service worked flexibly in response to people's needs.

Staff cover arrangements were consistent with cover coming from regular staff who also picked up bank shifts in the service. This meant that there was a high degree of consistency across the service which enabled people to be supported in the most effective ways. This was especially relevant for people who had

positive behaviour support plans, that recognised the importance of consistency in responses and supporting people through any difficulties.

The service worked creatively to build resource capacity by supporting staff to build relationships with people across the service. In addition, work had been done to standardise some practices across the various houses so that staff were using the same systems and processes over the whole service. This helped staff to feel confident working in parts of the service they didn't normally work in.

Induction processes were robust with significant opportunity given to new staff to shadow and get to know people. Staff morale and motivation was excellent, and managers were attentive to this; for example, with staff wellbeing considered and adaptations made as needed to try to support staff.

Staff meetings and supervisions took place, and staff were given supervision and support to speak about issues. There was an embedded culture of continuous learning including development opportunities around trauma-informed practice and positive behaviour support. There were opportunities for reflective practice and leadership at all levels.

## 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.

Care assessment and support planning was very good. There was very good evidence that plans contained relevant information that staff could use to safely and successfully support people. The plans were regularly updated and changes made as needed in order to support outcomes for people. Plans were reflective of individuals and their needs and wishes, with risks acknowledged and appropriate measures put in place to manage and mitigate these.

Staff skills had been enhanced in relation to positive behaviour support (PBS) planning with one of the team leaders being equipped to provide training to staff and share learning and knowledge around this topic. Some PBS plans had been completed and others were in development, being supplementary to existing care plans. The service recognised that not everyone needed such a plan and was working in a person-centred way. We suggested some of the PBS language could be more person centred and specific, although recognise this is a feature of the approach. We look forward to seeing how the PBS plans continue to develop and help inform care and support and outcomes for people.

People had regular reviews of their care and support needs and participated in these as fully as they could. The service ensured through keyworker meetings that people were supported to keep goals and hopes alive from one month to the next. This helped ensure that people's wishes were not forgotten about, and people got the support they needed to achieve these.

## 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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	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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