

# St. Leonard's Supported Living Service Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
19 May 2026

**Service provided by:**  
Care Support Scotland Ltd

**Service provider number:**  
SP2004005200

**Service no:**  
CS2003055954

## About the service

St Leonard's Supported Living Service is part of Care Support Scotland.

The service provides housing support and care at home services to people living within its cluster. The service also offers community outreach to individuals in the local area. The service enables people to live safely and independently in their own homes, supporting them to achieve personal goals.

The service provides one-to-one support, group sessions and helps people to participate in community activities.

At the time of inspection, the service was supporting 33 people.

## About the inspection

This was an unannounced inspection that took place on 18 and 19 May 2026 between 09:00 and 16:30. One inspector carried out the inspection.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, details of registration and intelligence gathered, and information submitted by the service throughout the inspection year.

This was a core assurance inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. It is not a validation of previous evaluations, and no new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances; wellbeing; leadership; staffing and planned care/support.

During the inspection, we confirmed that people continued to receive care that met their needs and protected their safety, wellbeing and rights. We knew this because we:

- spent time with four people using the service and spoke with one relative
- spoke with 12 staff and management
- received feedback from one visiting professional
- observed practice and daily life
- sampled relevant documents.

## Key messages

### Legal assurances

People could be assured that the provider's registration certificate was on display in the office base and contained accurate information that reflected the service currently being delivered. A valid insurance certificate was in place. The service was operating legally within the parameters of its registration. This meant people could be assured the service had systems in place to keep them safe and protected from harm.

### Wellbeing

People experienced care and support with dignity and compassion because there were warm, friendly and mutually respectful relationships between staff and people who used the service. Staff knew people well which helped people to achieve their individual outcomes.

People felt confident in their care because they knew who was coming, and when, to provide their care and support. People told us that staff were proactive and knew them well. A visiting professional told us: "My client's safety and quality of life has improved due to the work they [staff] have put in."

People felt safe and well supported because the service had effective adult support and protection measures in place. Most staff had completed this training however some were due to complete a refresher course. We were assured that there was a plan in place for this to be addressed.

People were happy with the care and support they received. Some people described their experience as being "well supported", "I feel safe with the staff" and "They [staff] know what they are doing and have the skills to help."

People regularly had fun and social bonds were strengthened because the support they received enabled them to build and maintain meaningful relationships with others. People told us that they were encouraged and supported to remain active in their lives. One person said: "It's like a wee community." A staff member told us: "There is loads of things happening in the service, lunch clubs, socialising, chippy Friday, breakfast club at the weekend."

For those requiring support with medication, staff were confident in how to administer these and kept accurate and up-to-date records. Most staff had completed this training however there was some refresher training due. We were assured that a plan was in place for this to be addressed.

### Leadership

People were managed by leaders who knew them well. This meant that they were in a good position to support any issues quickly.

Leaders demonstrated a clear understanding through quality assurance about what was working well and what improvements were needed. They ensured that the outcomes and wishes of people who were using the service were the primary drivers for change.

People were confident giving feedback and raising any concerns because they knew leaders would act quickly and use the information to help improve the service. A person told us: "If I'm unhappy I can speak to the team leader. I can call him. I can discuss anything with him."

People were encouraged to determine the direction of group work available to them and to be involved in the ongoing development of the service.

There was clear and effective leadership within the service. Staff described management as "supportive" and "The Team leaders are good, open door policy". Staff told us that quality assurance processes "provide reassurance and confidence for them as it confirms their practise is correct."

## Staffing

People could be assured that staff had been recruited following best practice guidance. New staff completed a comprehensive induction programme, which included relevant training and shadow time with existing staff. This enabled them to get to know people.

There was a learning culture embedded within the service, which included development practice. Regular supervisions were used constructively, and staff valued them because they enabled personal and professional development.

Systems were in place to promote effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people.

People using the service and staff benefited from a warm atmosphere because there were good working relationships. One visiting professional told us: "They [staff] went over and above to make sure a person I referred felt settled and safe" and "The team seem to know the residents well. The team have a good approach of being warm, friendly and approachable without breaching any professional boundaries."

## Planned care/support

People benefited from personal plans that were on the whole regularly reviewed, evaluated and updated. Support was flexible and responsive. One people told us: "I can ask them [staff] to do something and they will help me with it. They listen to me."

Care plans were in place and were easy to read. They reflected people's current needs, wishes and preferences. This meant people could be assured that their care needs would be met. A visiting professional told us: "The service follows up on agreed action plans."

## 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)

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