

Scottish Autism - West of Scotland Outreach Housing Support Service

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Type of inspection:
Unannounced

Completed on:
16 July 2026

Service provided by:
Scottish Autism

Service provider number:
SP2003000275

Service no:
CS2004058171

About the service

The West of Scotland Outreach Service, operated by Scottish Autism, provides a support service for people with autism. The service operates from an office base in the Castlemilk area of Glasgow with support being provided throughout the West of Scotland. Support is tailored to the person but can include a focus on social activities or developing skills for independent living. The aims of the service include "supporting autistic people and their families to take action to achieve the more inclusive world". At the time of this inspection the service was being provided to 18 people.

About the inspection

This was an unannounced inspection which took place between 13 and 16 July 2026 between the hours of 09:30 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, registration information, complaints information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with six people using the service
- spoke with six relatives
- spoke with 11 staff members including the management team
- reviewed documents and records
- observed practice.

Key messages

- People were supported to achieve good outcomes and experiences.
- Family members were happy with the support their relative received.
- Staff provided person centred care tailored to individual needs.
- Creative options had been explored to meet people's preferences.
- Service provision had increased to support additional people.

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
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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 appeared happy and comfortable in the company of staff, which demonstrated positive and trusting relationships that supported their wellbeing.

We observed activities and staff assisted us in communicating with people based on their preferences. For one person this involved technology and the use of photographs. For others, staff were able to prompt or share some experiences that the person had enjoyed recently. These supported interactions helped people express their preferences and experiences, promoting inclusion, participation and wellbeing.

Most people lived with or had regular support from family members who also provided ongoing care. Family members told us that the service was a 'necessity' for their relatives and that they were 'amazed' at the outcomes their loved one had achieved with support. Relatives told us staff were knowledgeable and had a 'level of expertise' that helped them understand their loved one's unique ways of communicating. Staff's knowledge and skills reassured family members and gave them confidence that their relative's care and support needs were being met.

People were supported to be part of their communities with some people attending the local library or clubs that encouraged social interactions. Other people chose to take part in individual tasks, spending time in quieter spaces. To accommodate this, the service allowed people access to a day centre in the evenings when the building was less occupied. This meant people could benefit from the same facilities at alternate times based on their preferences. This empowered people to choose activities that were important to them with increased options of how this could be achieved.

We observed kind and respectful interactions as staff supported people's health and wellbeing. We sampled files and documents which evidenced changes in people's presentation or demeanour were promptly communicated to their relatives. This allowed for timely interventions where needed. Staff supported people to remain safe and had developed collaborative approaches with family members to ensure risks were mitigated where possible. This meant people benefited from a cohesive and holistic approach which protected them from harm.

We suggested to management that this collaborative approach to working with families would be further enhanced by exploring with them the type and frequency of communication that would help keep them informed of their loved one's activities and progress. This would mean staff and families would share a consistency of approach to people's care and support.

The service did not support people to manage their finances or medication at the time of inspection. We sampled records that documented meaningful discussions with relatives regarding these matters. Staff had begun the process of risk assessments and gathering the necessary information to undertake these tasks. This meant any future changes to support could be introduced in a planned and considered way to benefit people's health and wellbeing.

Service provision had increased since the last inspection. Additional people were receiving support and those who had previously been supported had increased their hours of support.

The service had responded by creating two distinct teams. However, this had at times caused confusion for staff and families, creating a risk that communication and continuity of support could be affected. We discussed tools that could support service development while maintaining a focus on people's experiences and outcomes.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.scot.

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

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