

Enable Scotland (Leading the Way) - Forth Valley Housing Support Service

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Type of inspection:
Unannounced

Completed on:
3 August 2026

Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
SP2003002584

Service no:
CS2004061941

About the service

Enable Forth Valley is a combined housing support and care at home service. It is registered to provide a service to people with learning disabilities, physical disabilities and mental health conditions living in their own home and in the community. The service has been registered with the Care Inspectorate since April 2011 and has its office base in Stirling and operates across the Forth Valley area. At the time of this inspection, Enable Forth Valley supported 46 people.

People receive support ranging from a few hours a week to 24-hour support. Some people live alone or with family, while others have their own tenancy within a shared house, and share some facilities and staff.

About the inspection

This was an unannounced inspection which took place from 28 July to 3 August 2026 between 09:30 and 19:00. The inspection was carried out by two inspectors from the Care Inspectorate, supported by an inspection volunteer.

An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service and their families and gather their views.

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 23 people using the service, and some of their family representatives
- received feedback from 55 staff and management
- observed practice and daily life
- reviewed documents.

Key messages

The service had a strong focus on supporting people to achieve positive outcomes. People were happy and engaged in their daily lives, with staff demonstrating a strong understanding of individual needs.

Staffing absences were impacting on outcomes for people, and the service needed to develop robust contingency plans so that people who rely on routine and familiar relationships were not affected.

Medication was not always managed safely, placing people at risk of harm and the service needed to improve this.

The service demonstrated very good infection prevention and control (IPC) practice which supported people to keep safe.

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?	4 - 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?

4 - Good

We evaluated this key question as good. An evaluation of good applies to performance where there is a number of important strengths which, taken together, clearly outweigh areas for improvement.

When we looked specifically at quality indicator 1.5, 'People's health and wellbeing benefits from safe infection prevention and control practice and procedure,' we found significant strengths and evaluated this quality indicator as very good.

The service demonstrated a strong commitment to improving people's health, wellbeing, independence and quality of life through personalised, relationship-based support. During our visits we saw people supported by staff who knew them well, understood their individual needs and promoted their rights, choice and dignity. Positive outcomes included supporting people to participate in activities they enjoyed, promoting independence within their homes and responding flexibly when living arrangements were not achieving the best results.

A health screening tracker improved health outcomes for people by ensuring that important health checks, appointments and screenings were identified, monitored and completed in a timely way. This promoted a proactive approach to healthcare and enabled good coordination with healthcare professionals. The care plans reviewed demonstrated a strong commitment to person-centred support. In most cases, plans contained detailed information about people's preferences, communication needs, relationships, health histories and the support required to promote their wellbeing, independence and safety. However, some plans had not been updated when changes happened, and important information was not always recorded. We spoke to the leadership team about this and were reassured by their plans to address this.

Where people were supported with medication, this was not always done safely. The service had identified a number of medication errors and although all appropriate notifications were made, we could not see how the service learned from these errors or improved practice. Because this could impact on people's safety, we made an area for improvement about this. (See area for improvement 1).

Staffing challenges, including vacancies, staff turnover and the use of unfamiliar staff were affecting some people's outcomes. Feedback from families highlighted concerns about reduced continuity of support, missed opportunities for community activities and increased anxiety for people who rely on routine and familiar relationships. Although the service had been recruiting for staff, there was no robust contingency plan for last minute absence, which meant that some people had a limited experience or did not receive their service. We made an area for improvement about this. (See area for improvement 2).

The service demonstrated very good infection prevention and control (IPC) practice. Staff received training, had access to appropriate resources and guidance and were observed following effective hand hygiene and PPE procedures during support visits. Comprehensive policies, cleaning records and individualised guidance supported a consistent approach to promoting infection prevention and control (IPC). While observed practice was strong, competency assessments had not been completed for some years. When we discussed this with the service, we were confident in their identified actions to reintroduce competency assessments across the staff group.

Areas for improvement

1. To ensure people are kept safe, the service should strengthen arrangements for learning from medication errors and ensure that any learning leads to improvements in practice and reduces the risk of further medication errors. This should include making sure that actions taken following incidents are clearly recorded and staff practice is reviewed and any recurring issues are identified and addressed.

This is to ensure that care and support is consistent with the Health and Social Care standards (HSCS) which state that: "Any treatment or intervention that I experience is safe and effective." (HSCS 1.24) and

"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).

2. To ensure that people continue to receive good outcomes, the service should develop robust contingency arrangements to manage unexpected staff absences. This is to ensure people continue to receive their planned support, maintain access to activities and community opportunities, and experience as little disruption as possible when regular staff are unavailable.

This is to ensure that care and support is consistent with the Health and Social Care standards (HSCS) which state that: "My needs are met by the right number of people" (HSCS 3.15) and

"My care and support is consistent and stable because people work together well." (3.19).

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good

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