

Source Housing Support Service Housing Support Service

LAMH
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Type of inspection:
Unannounced

Completed on:
20 August 2026

Service provided by:
Lanarkshire Association For Mental
Health

Service provider number:
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Service no:
CS2004068451

About the service

Source Housing Support Service is registered to provide a care service to adults with mental health needs within the Lanarkshire area. The provider is Lanarkshire Association for Mental Health (LAMH).

The service is located in Hamilton, South Lanarkshire, and delivers short-term mental health and wellbeing support. This is provided through one-to-one sessions and small group workshops offering mental health information and practical self-management strategies.

The service helps people identify personal goals, develop coping techniques, build resilience and confidence, and access wider sources of support through signposting and community connections.

At the time of the inspection, support was being provided to 112 people within the Lanarkshire area.

About the inspection

This was an unannounced inspection which took place on 20 August 2026 between 09:50 and 15:25. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered 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; the setting and planned care/support.

During this 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:

- Spoke and spent time with two people using the service.
- Spoke with two staff and management.
- Reviewed 13 completed questionnaires (this included one person using the service, 11 staff and one visiting professional).
- Observed practice and daily life.
- Sampled relevant documents.

Key messages

Legal assurances

We found the service was operating in line with their conditions of registration, including having the appropriate insurance in place and a range of policies and procedures that promoted good outcomes for people. The service had an active service development plan in place which demonstrated oversight of ongoing improvements. This meant people were protected and could have confidence in the service's legal compliance and governance. During the inspection, management confirmed that the service was operating solely as a housing support service and was not providing the care at home element included within its registration. The registered manager agreed to submit a variation application to amend the registration and ensure records accurately reflect current service delivery.

Wellbeing

The care and support provided enabled people to make meaningful progress, build resilience and achieve positive outcomes that could be sustained beyond their involvement with the service. The service promoted people's mental health, wellbeing and independence through short-term, person-centred support tailored to individual needs, goals and outcomes.

Through one-to-one sessions, people were given time and space to talk about issues affecting their wellbeing and were supported to develop practical coping strategies to better manage their mental health. Staff also supported people to access wider sources of support through signposting and referrals where appropriate.

People consistently reported that the support had made a significant difference to their wellbeing, confidence and ability to manage their mental health. One person described the impact as a "massive change", while another said they were now in "a much better place". People described staff as approachable, supportive and non-judgemental.

Staff were suitably trained and skilled to provide effective support. Training records demonstrated that staff completed learning relevant to mental health, safeguarding and person-centred practice, enabling them to respond confidently to people's needs and deliver safe, responsive support. Overall, the service supported people to develop confidence, self-management skills and improved wellbeing.

Leadership

Leadership and management arrangements were effective and supported the delivery of high-quality support. A clear service plan was in place, with identified priorities and actions focused on improving outcomes for people using the service. Progress against improvement activity was monitored and reviewed to ensure the service remained responsive to people's needs.

Effective governance and quality assurance systems were in place. Feedback from people using the service, staff and external professionals was gathered and used to inform service development and ongoing improvement. Feedback reviewed during the inspection was overwhelmingly positive.

Management maintained appropriate oversight of the service, with arrangements in place to monitor performance, identify areas for development and support continuous improvement. Evidence demonstrated a proactive approach to reviewing practice and responding to emerging challenges.

The temporary absence of the registered manager had been appropriately notified, and suitable arrangements were established to ensure continuity of leadership and oversight. Staff spoke positively about management support, describing managers as approachable and supportive. They told us they felt comfortable raising concerns, seeking guidance and discussing their wellbeing, contributing to a positive and open culture focused on achieving good outcomes for people using the service.

Staffing

Staffing arrangements ensured people experienced consistent, responsive support that promoted positive outcomes for wellbeing, confidence and independence. Staff were well supported to carry out their roles and worked effectively to deliver support that was tailored to people's individual needs, helping them achieve their goals and improve their overall wellbeing.

Management maintained oversight of workloads and caseload allocation, helping to ensure support remained manageable and responsive to people's needs. Staff demonstrated a good understanding of mental health, safeguarding responsibilities and the individual goals of the people they supported.

Staff described receiving a structured induction, regular supervision and access to training relevant to their roles, which helped equip them with the knowledge and skills needed to provide effective support. They spoke positively about the support available from managers and felt comfortable seeking advice, discussing concerns and reflecting on their practice. Recruitment processes were generally well managed, with sampled files containing the key records required to support safe recruitment practices.

Training and supervision records demonstrated a commitment to ongoing learning and development. Staff had completed a range of training to support safe and effective practice, and supervision provided opportunities to discuss wellbeing, professional development and outcomes for people using the service.

Planned care/support

Planned care and support were person-centred, strengths-based and focused on improving people's mental health and wellbeing. Support plans were outcome focused, clearly identifying people's needs, goals and agreed actions, and reflected what mattered most to them. People were actively involved in developing and reviewing their plans, helping to ensure support remained relevant and meaningful.

Staff worked alongside people to explore challenges affecting their wellbeing, develop practical coping strategies and build confidence in managing their mental health. Through dedicated one-to-one sessions, people were given the opportunity to talk openly about their experiences and identify approaches that supported their recovery and self-management. Where beneficial, staff also helped people access wider sources of advice, information and community support to promote longer-term wellbeing.

Records demonstrated that progress was regularly reviewed, with evidence of achievements, completed actions and ongoing engagement with people receiving support. People told us they felt involved in setting goals and monitoring their progress and described gaining skills, confidence and coping strategies that had positively influenced their wellbeing. Overall, planned care and support enabled people to achieve meaningful improvements in their confidence, resilience and ability to manage their mental health.

Complaints

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

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