

West Lothian Occupational Services Support Service

Almond House
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Livingston
EH54 6AX

Telephone: 01506 431 695

Type of inspection:
Unannounced

Completed on:
23 September 2026

Service provided by:
Autism Initiatives (UK)

Service provider number:
SP2004006462

Service no:
CS2010272011

About the service

West Lothian Occupational Services provides an outreach service to adults living in the West Lothian area and was registered with the Care Inspectorate in January 2012. The provider is Autism Initiatives (UK).

The service provides support for people with learning disability and/or autistic spectrum disorder within their own home or at the service's base in Almond House. People are supported to achieve their goals and aspirations by participating in community facilities, group activities and individual activities.

The aim of the service is to provide a supportive environment, with the aim of developing people's independent daily living skills, self esteem and confidence and to support people's ability to be part of community life.

About the inspection

This was an short announced inspection which took place on 22 and 23 September 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 and received feedback from 12 people using the service and five of their family
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional.

Key messages

- People enjoyed the activities they took part in and enjoyed spending time at the hub
- People had grown in confidence since starting to use the service
- People liked the staff supporting them
- Staff and management placed a high value on relationship building and good communication
- People and families felt the service had had a positive impact on their quality of life.

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

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

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 using the service and their relatives felt very involved in the planning of their support. Support plans seen had been written in a thoughtful way in which people's support needs were very clear, and the way in which they wished to receive their support took very good account of their likes and dislikes and their wishes and preferences. The service pre-assessed people in order to ensure that the service was right for them, and reviewed their support at an early stage and regularly thereafter to ensure that people continued to be happy with things or if anything needed to change. People told us:

- On the whole all staff are great and my son's support workers are very kind, caring and empathetic they are all very different and he enjoys going out with them all. Some have similar interests and my son feels he can talk about these with his workers as certain topics are a huge obsession for him and he talks about them all the time.
- He seems very happy going to the hub and always feels very welcomed
- All my son's support workers are very understanding of his needs
- More fantastic support workers like we have, with the knowledge and experience to support our son so positively.
- Our child is happy to attend the service and feels "at home" there.
- She enjoys the company of staff members that provide care for my daughter, she has different things she likes to do with different staff members, she is more than happy with the care provided.

The service knew people well and communicated with them inclusively in order to obtain their views. We saw good evidence of people being included in their reviews in a way that suited them, ensuring their views were heard. People were supported through significant transitions and changes in their lives in a compassionate and trauma informed way. This was an area that the service put a lot of thought into. This helped ensure that people got the most out of life because staff supporting them had an enabling attitude and believed in their potential. The service had made recent changes to transport arrangements which had not been universally popular. The service acknowledged this but thought the advantages outweighed the disadvantages and will address this on an individual basis.

People were supported by a consistent staff team who knew people well and how to support them effectively. Staff told us communication within the service was very good. Observations of staff through discussions and observation showed people being treated with warmth and consideration of their sensory sensitivities, communication needs and how they wished to spend their time depending on the day they were having. During our time in the service's hub it was clear that people using the service were the main focus of staff's attention. People were supported at their own pace, accepted and valued. People told us:

- Service is good.
- I get to travel around Edinburgh and chill outside coffee shops having a cuppa with my staff and this is important to me. My staff enable me to be able to do this and other things that are important to me.
- I enjoy attending AI. I like meeting other supported people and seeing my support staff.

- Enjoy my support - get along with my staff - like going to HMV, the hub, chatting with other supported people and staff, as well as watching funny videos.
- I feel happy, because I like my support. Staff helps me, I support Rangers, talk about football.

People were supported to work towards their goals, to spend time doing activities they enjoyed and to try new things, in their own homes or in the service's hub depending on their support requirements. The hub had a range of spaces people could spend time in depending on whether they wanted to spend time in a group or 1-1. These areas had been designed with the needs of people using the service in mind.

Staff had received training in areas which related to the needs of people using the service and demonstrated they knew their needs well. The service had very good oversight of people's health and wellbeing needs. They supported people sensitively, anticipated issues and were aware of and planned for known vulnerabilities. They made referrals and spoke to external agencies when it would benefit the person's health or wellbeing to do so. People were supported to enjoy themselves. Risk assessments were in place to support people safely but these were proportionate and not risk averse. People were encouraged to build their independence and people told us about the positive impact this had had on the supported person and their wider families' lives.

- Gaining valuable independent living skills from people other than his parents.
- It's good for him to get out the house and in a safe manner so having a support worker means he can do this which I think is very important to his physical and mental well being.
- That he trusts the support workers, he values their relationship and he is starting to engage with life positively.
- I just want to thank A.I. for making such a positive impact with both our precious son and our lives as a family. It's taken a very long time to get support and find the right support and A.I. are fulfilling this vital and important role. It's still early days, but already the positive impact is clear to see and seeing our son enjoy life again is truly special and we are just so thankful.

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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