

Glasgow East End Community Carers Housing Support Service

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Type of inspection:
Unannounced

Completed on:
20 August 2026

Service provided by:
Glasgow East End Community Carers
Ltd

Service provider number:
SP2004006714

Service no:
CS2016352807

About the service

Glasgow East End Community Carers provides a care at home and housing support service to children, adults and older people with physical disabilities, learning disabilities, and mental health needs in their own homes and in the community. The service operates from an office base in the east end of Glasgow and aims to provide 'inclusive and world class care' for the people that they support and their carers. The service provides a range of care from social support to 24-hour care. At the point of inspection, there were 183 people being supported by the service.

About the inspection

This was an unannounced inspection which took place between 18 - 20 August 2026 between the hours of 07:00 and 17:00. 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 and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. 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.

On this inspection we:

- spoke with 13 people using the service and three family members
- spoke with nine staff members including management
- reviewed the responses of questionnaires including: 17 from people using the service, three from relatives and six from visiting professionals
- observed practice and daily life
- reviewed documents.

Key messages

Legal assurances

The service was operating in line with its conditions of registration. The service provider had the appropriate insurance in place. This gives assurance that the service is operating in line with guidance.

Wellbeing

People told us that they were happy with the support that they received and one person commented that the service is a 'lifeline' for them. Relatives had no concerns over their loved one's care and described staff as 'excellent'. People were supported to engage in regular activities and maintain important social connections in the community. Family members advised that due to this, they felt able to maintain employment or continue with other aspects of their lives assured that their loved one was occupied and happy.

Staff knew people's needs and preferences well and were able to provide tailored support. People told us this made visits comfortable and enjoyable. One family member described the service as 'invaluable' for their relatives and appreciated the consistent approaches that staff members demonstrated in visits.

Staff understood their responsibility to protect people from harm and had raised concerns where appropriate. Medication was managed well. We observed appropriate use of personal protective equipment. Staff received regular training surrounding the use of this equipment and team meetings discussed the importance of this. This minimised the risk of infection.

Leadership

People could be assured the service was well led. People and staff told us that management were visible, approachable and responsive to any questions they may have. Family members provided various examples where management had gone 'above and beyond' to support them when difficulties arose. This meant people, families and staff were comfortable raising any concerns and seeking guidance or support. An appropriate complaints policy set out how concerns would be managed.

Management conducted regular audits across the service, helping to ensure people experienced high-quality care and support. Quality assurance systems informed a service improvement plan.

Observations, competency checks and supervisions gave assurance that staff worked to expected standards. Staff told us they felt comfortable discussing any concerns with their supervisors. This meant issues could be identified and resolved quickly and guidance could be provided when needed.

Incidents were recorded and follow up actions ensured that issues were addressed quickly.

Staffing

Staff told us that they enjoyed their roles and felt supported within their teams. Scheduling was managed well and most people benefited from familiar staff that knew them well. Although one person said that they would appreciate more consistency where possible. Management were aware of this and were working to resolve this issue.

Staff were provided with regular training opportunities through different methods. Staff told us that they appreciated the variety of training offered and the ability to undertake practical aspects of training within the service. This meant refresher training could be completed quickly, and people benefited from staff confident in their roles and abilities.

Staff had been recruited safely, and the recruitment process reflected principles of good practice. Staff benefited from inductions which included opportunities to shadow experienced team members. We received feedback that this was helpful in learning their new roles.

Planned care and support

Clear, comprehensive personal plans detailed people's preferences and support needs. Risk assessments contained the necessary information to ensure people were supported safely. These assessments were regularly reviewed and updated to ensure that any control measures remained relevant and appropriate.

Plans were reviewed regularly and included input from the person their family and external professionals where appropriate. This meant people benefited from relevant people being involved in their care and support. Changes to planned support were actioned and communicated to staff across the team. This meant that people could be assured that their needs and preferences were being met consistently by a well-informed staff team.

Complaints

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

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