

Leonard Cheshire Fulwood Housing Support Service

22-24 Fulwood Avenue
Glasgow
G13 4AB

Telephone: 01419 599 170

Type of inspection:
Unannounced

Completed on:
4 June 2026

Service provided by:
Leonard Cheshire Disability

Service provider number:
SP2003001547

Service no:
CS2020380744

About the service

Leonard Cheshire Fulwood is registered to provide housing support and care at home services to adults with learning and physical disabilities in their own home and in the community. The provider is Leonard Cheshire Disability. The service is situated in a residential area of Knightswood in Glasgow. The service is close to local amenities and transport links. There is private parking to the front of the building. The property has been designed to support five people over two floors. People have access to individual bedrooms, and an open plan kitchen, lounge, and dining area. There is a large garden to the rear of the property, and a smaller garden to the front.

There were four people being supported by the service at the time of inspection.

About the inspection

This was an unannounced inspection which took place 2-4 June 2026 between 09:30 and 17:30. 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 and complaints information, information submitted by the service and intelligence gathered since the last inspection.

To inform our evaluation we:

- Spent time with three people using the service.
- Spoke with four staff including the management team.
- Spoke with two relatives.
- Obtained feedback from one external professional visiting the service.
- Observed practice and daily life.
- Reviewed documents.

Key messages

- People experienced good outcomes through flexible, person-centred support delivered by a skilled and caring team.
- Record keeping should be developed to fully demonstrate the positive outcomes experienced.
- People's wellbeing benefitted from regular activity and social opportunities.
- People spoke fondly of the staff team supporting them and staff spoke kindly of the people that they support.
- Staff felt well supported by their team and management and confident in the support and supervision, and training that they received.
- Staff were kind, caring and compassionate.
- Policies were in the process of being updated. All of these should include relevant Scottish legislation where appropriate.

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. There were several important strengths, which taken together, clearly outweighed areas for improvement.

People experienced care and support that was kind and compassionate. Feedback received from people experiencing care, their family and external professionals was positive. One person told us, "My relative is getting more independence and getting well looked after".

We observed positive relationships between staff and supported people. There was a meaningful key worker system in place and people were involved in choosing who would support them each week. An external professional told us "the staff team seems stable" and a relative told us the management team are "really good at bringing in the right people, not just taking anyone". This meant people felt valued and benefitted from positive trusting relationships.

People's health should benefit from their care and support. Staff had good links with external health professionals. People were supported to attend health appointments and strategies were introduced when people did not wish to attend. If there were any admissions to hospital, one-to-one support took place to ensure continuity of care.

Every person being supported in the service had a personal plan. Personal plans gave very good information about people's needs and preferences. Staff followed clear guidance and protocols for managing stress and distress, allowing them to support people effectively, considering and overcoming any potential risk. This meant people could be confident their support was right for them. There was an integrated approach to support, and regular reviews were attended by a multi-disciplinary team.

Daily notes were good quality and showed the changes throughout the day/shifts and focussed on people's outcomes and wellbeing. People contributed to their own personal plans with support from their representatives. This meant people received personalised care and support based on their needs and wishes.

Medication was well managed and people were supported to take the right medication at the right time. Regular medication audits helped ensure expected standards of practice were in place. A structured audit system ensured medication procedures were followed and benefitted people's health and wellbeing.

Where possible, people were supported to choose healthy meals and attention was given to specific dietary needs. Fresh fruit was available in the communal lounge. People were involved in menu planning for the week ahead and were encouraged to participate in meal preparation and setting tables. This supported people with their daily living skills and empowered people to be more independent.

People were supported to live full and varied lives. People attended community groups daily. In the service, people participated in a range of activities such as, shopping, bowling, daily walks, days out and holidays. Staff and people supported spoke positively about their goals and outcomes. We made suggestions about how to fully evidence the positive outcomes achieved and how people benefitted from their support. The manager planned to progress this with input from the people using the service.

Complaints

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

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

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