Lanarkshire Houses
Care Home Service

7 Windmill Gardens
Carluke
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Telephone: 01555 666599

Type of inspection:
Unannounced

Completed on:
19 September 2025

Service provided by:
Capability Scotland

Service provider number:
SP2003000203

Service no:
CS2003015475

About the service

Lanarkshire Houses is registered as a care home to provide a care service to a maximum of 16 adults with learning disabilities. The provider is Capability Scotland.

The service operates across two sites: one in Carluke supporting 12 people and one in Lanark supporting four people. At the time of the inspection, 12 people were being supported by the service.

Although registered as a care home, the service uses a tenancy model. People live in single, self-contained flats that promote independence and choice. Each flat includes a bedroom, living space, and kitchen facilities. Some flats have shared bathrooms with dual-access arrangements, designed to maintain privacy and dignity. Staff offices are located within the flats.

People have access to outdoor spaces, including gardens, and can receive visitors. The service is located close to local amenities, supporting inclusion and community engagement.

About the inspection

This was an unannounced inspection carried out on 17, 18 and 19 September 2025, between 08:30 and 17:30 hours. The inspection was conducted by one inspector from the Care Inspectorate.

To prepare for the inspection, we reviewed information about the service, including registration details, submitted documents, and intelligence gathered since the last inspection.

In making our evaluations, we:

- spoke with nine people using the service and received survey feedback from one person
- spoke with 11 staff and management and received survey feedback from three staff
- spoke with four relatives and received survey feedback from three relatives
- received feedback from four visiting professionals
- observed interactions with people who could not express their views
- observed practice and daily life
- reviewed documentation.

Key messages

- People experienced warm, respectful relationships with staff.
- Personal plans were person-centred and clearly reflected individual preferences.
- Staff demonstrated shared values and effective teamwork.
- The environment was safe, well maintained, and personalised.
- Leadership was proactive and improvement-focused.
- All previous areas for improvement had been addressed.

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
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	5 - Very Good

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

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.

Warm, respectful relationships were evident throughout the inspection. Staff demonstrated a genuine connection with the people they supported, creating a relaxed and reassuring atmosphere. One person experiencing care told us, "They are lovely," while another said, "I am well looked after here." These comments reflected the compassionate and person-centred ethos of the team and showed that people felt safe, valued, and supported in their daily lives.

Support was tailored to individual preferences. Routines and activities reflected personal interests, and mealtimes were planned around dietary needs and choices. Even where communication was more complex, staff were attentive and responsive. This ensured that people were supported to live life in a way that made sense to them.

Health needs were monitored effectively. Monthly key worker reviews and six-monthly personal plan reviews were consistently carried out, with flexibility to adapt support when needed. For example, physiotherapy recommendations were clearly embedded in someone's daily routine, demonstrating a strong link between assessment, planning, and practice. This led to improved mobility and confidence for the individual.

People experienced safe and consistent support with their medication. Staff were knowledgeable, and records were accurate and well maintained. Competency checks for all staff, including agency staff, helped ensure people received reliable care. These checks specifically included medication administration, which supported safe practice and consistency across the team.

Supporting meaningful connection was a clear strength. Weekly activity plans were tailored to individual interests and regularly reviewed. These included both individual and group activities, depending on preference. People were observed enjoying outings, football matches, celebrations, and time in the community. These experiences supported inclusion and enhanced quality of life.

Family feedback was consistently positive. Relatives described staff as caring, supportive, and committed to people's wellbeing. One family member said, "My son loves living there," while another shared, "It's not easy having a loved one stay in a service away from family, but it's made so much more peaceful when you know they are happy and being well looked after." These comments reflected the trust families placed in the service.

Advocacy was a clear strength. One relative credited the service's persistence in securing appropriate treatment for their loved one, describing a remarkable recovery following physical health intervention. This proactive approach demonstrated a commitment to ensuring people's rights and health outcomes were prioritised.

Another relative told us, "They advocate for my relative so well," and "Communication is a real strength, they always keep me informed." These comments reflected the inclusive and transparent approach taken by the service, which helped families feel involved and reassured.

The service demonstrated good practice in supporting health and wellbeing for people with learning

disabilities. This included proactive health monitoring, meaningful activity, and rights-based approaches aligned with national guidance such as Keys to Life. Communication needs were well supported, and legal frameworks such as Adults with Incapacity (AWI) were appropriately applied. These approaches helped ensure people's health, rights, and choices were upheld.

How good is our staff team? 5 - Very Good

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.

Staffing arrangements supported safe, consistent, and person-centred care. The team demonstrated shared values and a strong ethos of compassion, which contributed directly to positive experiences for people.

Staff described their roles as rewarding and meaningful. One said, "The most rewarding job I've ever had," and another commented, "We want to make sure people don't feel they are living in a care home." These reflections showed that staff were motivated by more than routine tasks and were committed to creating a sense of home and belonging.

Communication across the team was effective. Staff told us, "We are all on the same page and communicate well," and this was reflected in how smoothly support was delivered.

Regular handovers and meetings helped ensure everyone remained focused on people's needs and could respond promptly to changes. Supervision supported staff to reflect on significant events and improve practice, contributing to a culture of openness and learning.

Leadership was described as approachable and responsive. One staff member said, "I feel like the managers have an open-door policy," which helped build trust and encouraged early resolution of issues. This supported staff wellbeing and helped maintain stability within the team.

Staffing arrangements were reviewed regularly and adjusted to meet people's needs, including for outings and activities. Recruitment processes were robust, with appropriate checks in place.

The service demonstrated a commitment to selecting staff who aligned with its values, rather than simply filling vacancies.

Agency staff were subject to competency checks, including medication administration, and systems were in place to ensure they met the service's standards. Staff felt confident raising concerns when someone wasn't a good fit, and management responded promptly. This approach helped maintain consistency and reinforced the service's commitment to quality.

Induction processes were thorough and tailored. Extending probation where needed showed that the service prioritised readiness and safety over automatic progression. This helped ensure that new staff were well prepared to deliver high-quality care.

Training was actively monitored, with a mix of online and face-to-face sessions covering core areas such as epilepsy, adult support and protection, personal care, and medication. The system provided strong oversight and helped ensure staff were equipped to deliver safe, effective care.
Staff meeting records were detailed and supported accountability. We discussed with the management team

the potential to add action plans, which could further strengthen follow-through and support continuous improvement.

How good is our setting? 5 - Very Good

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.

The physical environment supported safety, dignity, and wellbeing. People lived in spaces that reflected their personalities and preferences, contributing to a strong sense of ownership and comfort. One person told us, "My flat is just the way I would want it," and a family member described it as "comfortable and spacious, bright, well decorated and in a perfect location." These comments reflected how the setting enhanced people's quality of life and helped them feel at home.

Facilities were adapted to meet individual needs, with appropriate equipment in place and maintained to a high standard. This helped ensure that people could move safely and be supported with dignity. Shared bathrooms had secure access arrangements, which promoted privacy and respect.

Infection prevention and control practices were embedded into daily routines. Improvements since the last inspection were evident in both documentation and practice, providing reassurance that people lived in a clean and safe environment. Domestic staff understood their responsibilities, and systems were in place to monitor standards and support consistent practice.

Outdoor spaces contributed positively to wellbeing. One site had invested in a summer house and garden furniture, creating opportunities for social connection and relaxation. Plans to replicate this at the second site showed a commitment to continuous improvement and enhancing people's experiences.

The service operated within some physical limitations, but staff made effective use of available space. The environment was not only safe and well maintained, but also personalised and welcoming. This helped people feel secure, valued, and at ease in their surroundings.

The layout of the flats supported independence and choice. Each person had access to their own living space, and the design of shared areas respected privacy while enabling support. Staff presence within the flats ensured oversight and immediate assistance when needed, without compromising autonomy.

People were supported to personalise their homes with items that reflected their interests and identities. This contributed to a sense of belonging and helped reinforce emotional wellbeing.

The service demonstrated a commitment to maintaining high standards across both sites. Feedback from people and families confirmed that the environment was a positive aspect of the service, contributing to comfort, safety, and quality of life.

How well is our care and support planned? 5 - Very Good

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.

Personal plans reflected people's preferences, routines, and health needs in a way that supported safe, person-centred care. Plans were detailed and written in people's own voices, giving a clear sense of identity

and individuality. One staff member said, "I feel that we have all the information we need to support people included in their plans." This showed that plans were not only comprehensive but also practical and accessible.

Monthly key worker meetings and six-monthly formal reviews ensured personal plans were reviewed regularly and remained responsive to changing needs. There was clear evidence that people and their families were actively involved in shaping plans, contributing to a personalised and inclusive approach.

Where people were unable to fully express their wishes, staff worked closely with family members and legal representatives to ensure plans reflected the person's best interests. Advocacy was used appropriately to support decision-making, and legal documentation was in place to uphold people's rights. One relative told us, "They always involve me in decisions and make sure everything is done properly." This demonstrated a strong commitment to supported decision-making and adult protection.

Weekly activity schedules were in place to support meaningful engagement and were tailored to individual interests. Where someone preferred quieter routines, such as watching television, staff respected this while continuing to encourage variety. This highlighted the service's commitment to enabling choice and demonstrated how people's preferences were actively supported, contributing to wellbeing and a sense of autonomy.

The volume of information in plans was substantial but well organised. Consideration was being given to introducing one-page profiles to help new or agency staff quickly access key details. This would further support consistency and safe practice.

Personal planning was inclusive, outcome-focused, and clearly informed by people's preferences and needs. The approach helped ensure that care was delivered in a way that promoted wellbeing, autonomy, and a sense of belonging.

The service's approach aligned with good practice guidance, including the Health and Social Care Standards and frameworks such as Keys to Life. Legal frameworks such as Adults with Incapacity (AWI) were appropriately applied, and staff demonstrated a clear understanding of their responsibilities in supporting people's rights and choices.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure that people's personal plans accurately reflect the individuals' current needs and wishes, and include the contribution of any other relevant party, these plans should be reviewed and updated within the six month period, or before if circumstances
change.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15)

This area for improvement was made on 26 January 2023.

Action taken since then

Personal plans were being consistently reviewed within the required six-month timeframe, or sooner if circumstances change. Reviews include contributions from people experiencing care and their families, ensuring plans reflect current needs, wishes, and preferences. This inclusive approach supports safe, person-centred care and aligns with Health and Social Care Standards.

This area for improvement has been met.

Previous area for improvement 2

To ensure that the service assesses and reviews the activities and expressed outcomes/goals of individual's using the service, the service could improve how it demonstrates what the person's experience has been having taken part in activities.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors." (HSCS 1.25)

This area for improvement was made on 26 January 2023.

Action taken since then

Monthly keyworker meetings were now in place to discuss and review outings, activities, and personal goals. These meetings helped demonstrate what people have experienced and how it links to their expressed outcomes. The system supported meaningful engagement and was being embedded into routine practice, with ongoing attention to capturing and evaluating people's experiences.

This area for improvement has been met.

Previous area for improvement 3

To support infection prevention and control practice in keeping with national guidance, the service provider should:

• ensure cleaning supplies are in keeping with national cleaning specifications, specifically in relation to sanitary ware,
• ensure that the equipment is clean,
• ensure that ABHR is available at all entrances.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "My environment is secure and safe." (HSCS 5.17)

This area for improvement was made on 26 January 2023.

Action taken since then

The service had implemented improvements to ensure cleaning supplies meet national specifications, equipment was clean and well maintained, and alcohol-based hand rub (ABHR) was available at all entrances. Cleaning schedules were thorough and consistently followed, and staff were clear on their responsibilities. These measures supported a safe and hygienic environment in line with national guidance.

This area for improvement had been met.

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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