

## Millport Housing Support Service Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
2 July 2026

**Service provided by:**  
Sanctuary Care Limited

**Service provider number:**  
SP2019013443

**Service no:**  
CS2019378611

## About the service

Millport Housing Support Service provides care at home and housing support to adults with a range of support needs. The service operates from a central location in Millport, Isle of Cumbrae, and supports individuals living in their own homes. At the time of inspection, 12 people were using the service. The service was managed by the same experienced manager who also led the nearby Millport Care Centre.

## About the inspection

This was an unannounced inspection which took place on 2 July 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 six people using the service
- Spoke with nine staff and management
- Visited people in the community
- Reviewed documents

## Key messages

- Continuity of the care staff maintaining consistency and quality of the care and support provided.
- Good leadership and management support.
- Person centred ethos and culture was evident in the priorities of the service in supporting people with learning disabilities.
- Staff training support and supervision was in place and working well, with good team dynamics in operation.
- Quality assurance and observations in place, monitoring and developing the service.
- People being supported clearly expressed their satisfaction with the service and being comfortable and relaxed with the staff.

## 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 |
|--------------------------------------------|---------------|

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 evaluated this key question as very good, reflecting significant strengths in how people's health and wellbeing outcomes were promoted and supported.

People experienced care and support from a stable, knowledgeable staff team who understood them well and were committed to helping them live fulfilling lives within their local community.

People told us they were very happy with the support they received and described positive relationships with staff. It was evident that staff knew people exceptionally well, in some cases having supported them over many years.

This continuity of staffing helped to build trust, consistency and meaningful relationships, which contributed positively to people's emotional wellbeing and overall quality of life. Evidence from care records and staff discussions demonstrated a strong understanding of individual preferences, communication needs and personal outcomes.

Staff demonstrated a caring and respectful ethos towards the people they supported. Conversations with staff highlighted their extensive experience in supporting people with learning disabilities and their commitment to person-centred approaches.

Staff were able to clearly describe individuals' needs, preferences and aspirations, demonstrating that support was based on genuine knowledge of the person. The values and culture evident throughout the service promoted dignity, respect, inclusion and positive outcomes for people.

Care and support planning arrangements continued to support positive health and wellbeing outcomes. We reviewed care plans for people using the service and found these to be detailed, personalised and reflective of individuals' current needs. One-page profiles provided clear information about people's preferences, strengths, interests and support requirements, helping ensure staff delivered consistent person-centred care.

Managers continue to review and develop care plans to ensure information remained accurate and reflected people's changing needs and staff knowledge gained through their extensive experience of supporting people with learning disabilities. Appropriate health and safety risk assessments were regularly reviewed and clearly documented, supporting people to remain as independent as possible whilst managing risk appropriately.

People were supported effectively to maintain their health and well being. Care and support plans evidenced ongoing monitoring of health needs and engagement with healthcare professionals where required.

We reviewed the medication administration systems and saw there was clear guidance for the administration of prescribed medicines and "as required" medication. For example the detailed descriptions of the response required to support breakthrough pain management. We found that medication systems remained well organised and supported safe practice. Managers maintained oversight through medication reviews, competency assessments and audit processes.

People were supported to enjoy meaningful activities and remain active members of their community. We heard of examples of activities and events that people were supported to attend and found evidence of a strong commitment to enhancing quality of life through meaningful occupation, social interaction and community participation. This demonstrated that support extended beyond meeting basic care needs and focused on helping people achieve outcomes that were important to them.

The service had appropriate arrangements in place to safeguard people's rights and support decision making. Legal documentation, including Adults with Incapacity arrangements and other relevant legal measures, was maintained and monitored by the service. Managers demonstrated good oversight of these arrangements, helping ensure people were supported in a way that respected their rights whilst providing necessary protections as well.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.scot](http://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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