

# Call-In Homecare Ltd - East Lothian Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
9 October 2024

**Service provided by:**  
Call-In Homecare Ltd

**Service provider number:**  
SP2004007104

**Service no:**  
CS2014329160

## About the service

Call-In Homecare East Lothian is a care at home service for adults based in East Lothian. The provider, Call-In Homecare Ltd has been registered to provide care at home services to adults since 4 March 2015.

## About the inspection

This was an announced (short-notice) inspection which took place between 01 and 04 October 2024. The inspection was carried out by an inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, care questionnaires, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with 5 people using the service and 3 of their family
- Spoke with 8 staff and management
- Observed practice and daily life
- Reviewed documents

**Key messages**

- People described being contented with their care and support
- Staff described management and office staff as approachable and supportive
- Quality assurance processes had been improved

**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
How good is our staff team?	4 - Good

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 where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People using the service had a detailed personal plan, which ensures that staff have all the information they need to ensure the person's health and wellbeing is a focus of their support. We observed staff responding to people healthcare needs and providing care in a compassionate and respectful way.

Staff supported people to access the right healthcare when required and responded quickly to changes in people's health. This included developing contacts with Occupational Therapist, GPs and district nursing teams.

People that required support with their medications, were supported to the level of their needs, some people only required a prompt, while others needed medications to be administered.

People were supported to eat and drink, based on their assessed needs. We observed staff ensuring that people had enough to eat and drink, encouraging some to have a meal as they were prone to losing weight. These were based on people's preferences.

## How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Staffing arrangements for the service were determined by a process of initial assessment. With most people receiving small daily visits to support them to stay well and safely within their own home.

Feedback from people was taken into account when staff scheduling arrangements were planned. This includes how best to deploy staff to support people's preferences for when their support was provided, supporting good continuity of care for some people. This meant that staffing arrangements supported positive outcomes for them, while some other people described support staff arriving later than expected and earlier than was arranged. This had impacted negatively on their lifestyles and brought people a level of frustration. We discussed this with the managers who agreed to work on ways to ensure more continuity for people. We will follow this up at our next inspection.

We observed staff engaging in warm, friendly and meaningful conversations with people. People described that they had favourite staff, that they trusted and could engage well with, others described being supported by a variety of staff that they didn't know well.

Staff we spoke to clearly understood their roles and were responsive to changing situations to ensure that people received their care and support. Generally people were very complimentary about staff, however some people described the staff team as having a mix of skill levels and that not all staff were as confident and capable in their roles. This meant that people's experiences of the service was varied and at times was not consistent.

Staff described being very busy, and that their shifts would often change at short notice. This was at times, due to not enough staff being available to deliver all the care and support for people. Staff described that communication regarding this had improved since the last inspection, however this could be further improved to keep staff informed of any changes.

There were some opportunities for staff to connect with each other at team meetings, however staff did not feel the benefit of these. We discussed with the managers how it could benefit the development of staff practice and team working, if staff were able to share experiences and gain peer support more often. The managers agreed to look into ways to encourage staff to meet with each other more often. We will follow this up at our next inspection.

## 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 enable people to know if their care is to be delayed, must change due to unforeseen circumstances or is contrary to their wishes, the provider should ensure this is communicated to people in a timely manner, which allows alternatives to be arranged.

This is consistent with the Health and Social Care Standards (HSCS) 4.22 which states "If the care and support that I need is not available or delayed, people explain the reasons for this and help me to find a suitable alternative" and 3.11 which states "I know who provides my care and support on a day to day basis and what they are expected to do. If possible, I can have a say on who provides my care and support".

**This area for improvement was made on 14 August 2024.**

#### Action taken since then

The service had improved their communication with people regarding their support changing. Additional office-based staff had helped to ensure people were kept informed and up to date. This meant that people were more informed of who would be providing their care and when they would arrive.

#### Previous area for improvement 2

To support people to have input to developing their care, the provider should ensure that personal plans reflects people's personal outcomes and wishes, and are accessible in a format people can easily understand and that these are reviewed a minimum of every 6 months, to ensure information is up to date.

This is to ensure that care and support is consistent with the Health and Social care Standards (HSCS): 1.15 which states "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" and 2.17, which states "I am fully involved in developing and reviewing my personal plan, which is always available to me".

**This area for improvement was made on 14 August 2024.**

## Action taken since then

The service had made improvements to personal planning processes, including a more robust way to ensure 6 monthly reviews, although this process was in it's infancy. People had more information detailing their background and personal preferences. This meant that personal plans were more person centered and based on people's wishes.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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