

Quality Care (SC) Ltd - Care at Home Support Service

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Type of inspection:
Unannounced

Completed on:
24 March 2025

Service provided by:
Quality Care (SC) Limited

Service provider number:
SP2017013030

Service no:
CS2017362646

About the service

Quality Care (SC) Limited is registered to provide a care at home service to adults, including older people, in their own homes within Edinburgh, the Lothians and Falkirk local authority areas.

The service operates from an office base in the Granton area of Edinburgh. At the time of the inspection a service was being provided to approximately 250 people.

About the inspection

This was an unannounced inspection which took place between 11 and 12 March 2025. 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 information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with people and their relatives.
- spoke with and obtained feedback from staff and management.
- observed practice and daily life.
- reviewed documentation.
- reviewed feedback responses from our Care Inspectorate questionnaire from people using the service, staff and external professionals.

Key messages

- People experiencing care benefited from interactions with staff which were respectful, warm and friendly.
- The manager established good links with external health professionals.
- Staff supported people safely with their medication and good records were maintained.
- People's care and support was consistent and stable because staff teams worked well together.
- Staff had opportunities to meet as a team and were provided with time to consider their own welfare.
- Personal plans could be enhanced by more detail to staff regarding the purpose of people's medicines.
- Additional details in personal plans about people's health conditions and medication would enhance staff's knowledge and understanding.

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

We accompanied staff on care visits and observed positive interactions which were warm, compassionate and friendly. Staff were considerate on entering people's homes and called out to announce their arrival.

People told us they were happy with their support, and they shared a good rapport with familiar staff, describing them as 'pleasant' and 'caring'. One relative expressed their thanks to the staff, others stated staff were 'respectful' and 'helpful'. People could be confident they could build trusting relationships with staff, which helped meet their wellbeing outcomes.

Staff had access to clear guidance around people's wishes and preferences in relation to their care and support needs. Good links were established with external health professionals, for example, pharmacists, district nurses and occupational therapists. When people were unwell, staff took prompt action to ensure they had access to the appropriate health professional. People could be confident of having the right support to help maintain their physical health and wellbeing.

Staff were attentive to people's food and fluid needs and preferences, providing support to prepare meals and drinks when required. People could be assured of support from staff who were attentive and considerate of their individual circumstances.

Records of administration of prescribed medication were well organised and accurately completed, with good oversight from the manager which helped maintain good standards. Staff were trained in the administration of medication and routine observations of their practice were completed.

People could be confident they were supported safely; however, we spoke to the manager about providing more detail to staff regarding the purpose of people's medicines. This would enhance staff's knowledge of the medication they are handling, particularly in emergency situations.

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.

Care visits were scheduled around individuals' needs, with flexibility of arrival time built in to give people realistic expectations. Most people were happy with the times of their visits and said the staff were punctual.

Support was provided by small teams of regular staff, giving good continuity of support. Where possible, staff kept people informed of who would be visiting next. Relief staff from near-by areas provided regular support to cover for periods of staff annual leave or short notice absence. People got to know their staff well and knew who to anticipate throughout the day.

Staff felt supported by the seniors and each other and this was underpinned by effective and regular communication. Staff were invited to team meetings to in addition to coming together to enjoy wellbeing sessions.

The manager met with senior staff each morning to share information and coordinate any changes to people's care arrangements. Issues were identified promptly throughout each day and staff had access to immediate advice and assistance, including outside office hours. People could be assured their care and support would be consistent and stable because people worked well together.

Recruitment processes were thorough and completed in line with current guidance. Prior to lone working all staff were required to carry out a period of induction and shadowing with more experienced colleagues.

Consequently, people could be confident their staff were recruited safely.

How well is our care and support planned?

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 should be confident staff have sufficient and accurate information to deliver their care and support safely and in line with their wishes. Personal plans were in place for everyone, with information and guidance about the person's needs and planned outcomes. There was information about people's lives which helped staff make meaningful connections with them. Risks were assessed, giving staff information about how to keep people safe.

Whilst most of the information was clear for staff, we spoke with the manager about additional details which would help further inform staff practice. Personal plans would be enhanced by including details of how people's health conditions impact on them, as well as the purpose of the regular medicines they take.

To achieve the best possible outcomes, people experiencing care should be empowered to have meaningful input into reviewing their own support. Individuals' needs were regularly assessed, and people were happy with their level of involvement in reviewing their care and support. Written records including daily recordings, and other documentation used to review people's care and support were maintained to a good standard. People could be confident staff had sufficient and accurate information to help them meet their planned outcomes.

Where people were not able to fully express their wishes and preferences, individuals with the legal authority were involved in helping shape and direct people's care and support. We were assured to see measures in place to maximise support to protect and uphold people's rights.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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