

Ayr Care Ltd t/a Home Instead Ayrshire & Kilmarnock Support Service

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Type of inspection:
Unannounced

Completed on:
1 May 2025

Service provided by:
Ayr Care Ltd t/a Home Instead Senior
Care

Service provider number:
SP2020013616

Service no:
CS2020381964

About the service

Ayr Care Ltd t/a Home Instead Ayrshire & Kilmarnock provides a service to adults and older people with care and support needs in their home and in the community. The service is provided by two staff teams located in Ayr and Kilmarnock. The registered manager is supported by a care team leader, two senior care professionals and a scheduler.

Ayr Care Ltd t/a Home Instead Ayrshire & Kilmarnock has an office in Ayr town centre and is close to both the bus and train stations.

There were 81 people receiving support at the time of our inspection.

About the inspection

This was an unannounced inspection which took place on 29, 30 April and 01 May 2025 between the hours of 09:30 and 16:30. The inspection was carried out by one inspector. 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 seven people using the service and five of their family members
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents.

Key messages

Staff were allocated ample time to build and develop relationships with people and their families.

The service made a positive difference in people's lives; helping them to stay connected with their families and local community.

People and their families told us they felt well informed and involved.

Regular health and personal risk assessments and working with external health professionals were well managed.

Leaders knew the strengths and areas for development of the service well and used effective quality assurance to drive good practice.

We found that the service had made positive progress in completing their self-evaluation.

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

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 children/people, therefore we evaluated this key question as very good.

Home Instead provides reliable and consistent support from a familiar staff team with whom people had positive, trusting and caring relationships. Good continuity of staff and structured hourly visits meant that staff had time to get to know people and their families. We heard how that had made a difference to them, instead of short 15-minute visits. Comments included "The staff are wonderful; I am in a really good place now." "The support has made a huge difference to my life, in so many ways." "It is the highlight of my week." "Staff are all lovely, I get support to do the things I need help with now." "The care is truly tremendous; they are a super bunch."

People and their families told us that communication was very good, they were updated on any changes and could contact the office to make changes to times/dates etc. Family members told us "They are so helpful and flexible." "The office updates us on any changes; communication is very good." "I would highly recommend Home Instead." "If we ever have to phone the office, it gets dealt with straight away." "We are very happy, really flexible and accommodating. The support he is getting means he can stay at home; this means a lot to us."

People get the most out of life in the way that they choose to. Home instead looks to match staff with the persons likes and interests, this was clear when spending time with the person being supported and their carer. Opportunities for meaningful activity, connections and engagement were promoted to support peoples' needs, wishes and preferences.

We saw that people were given their right to choose how their support was provided and when. They also were encouraged to make decisions and choices about their care and support; this meant they were supported to achieve their wishes and aspirations. People were able to get involved in a range of activities and interests because of the support they had in place. One family member told us "Everything is great, absolutely brilliant." "Our regular carer is great, she thinks up things to do to engage him."

Staff recognised the changing health needs in people and shared this information quickly with the right health professionals. This meant that the right healthcare from the right person at the right time was achieved each time.

People had as much control as possible over their medication and benefitted from a robust medication management system that adhered to good practice guidance. Staff maintain records in real time; this meant that all tasks needed to be addressed before moving on. This system was viewed by managers who could also see what stage the support was at and if all assessed tasks had been completed. This gave managers a good oversight of medication administration records including protocols for administration of 'as required' medication was in place and being followed.

Overall, we could see that people's health and wellbeing benefits from their care and support.

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 were right, and staff worked well together. There was an effective process for assessing how many staff hours were needed to support people to a consistently high standard. We saw how this supported positive outcomes for people.

The service tends to provide support to people privately who choose their support hours, otherwise they are assessed, and social work fund the package for the agreed time. The service calculates staffing required against planned hours, level of needs and any scheduled events. This meant that the service could ensure that the right number and mix of staff were available at key times. This was then anticipated and planned for by working with the scheduler to allocate staff who have been appropriately trained to the support the person.

We saw that staff had sufficient time for more than basic tasks, they could take their time to engage in meaningful activity where that is agreed; therefore, staff were not rushed or stressed.

New staff told us how welcomed and supported they felt during the induction period. One new team member said, "This made a big difference in my confidence and competence." This was because she felt valued and that managers genuinely supported her development. We saw evidence of regular check-ins with staff during their first few months and beyond. This meant that new staff had the right knowledge for their time in post.

There were regular observations and competency checks done to ensure that all training and, on the job, coaching had met staffs learning style and needs. We could also track how managers identified any areas for development and how they supported staff to ensure that the care and support received was of a high standard.

Staff had access to a wide range of role and condition specific training. Staff told us there were lots of development opportunities, training was clearly effective as it was translated into staff's practice. Staff told us "I've been given opportunities to develop in role." Induction was good, covered all aspects of good care." "The online training was good; face to face training was very comprehensive."

Supervision of staff generally took place on a regular basis with supervision agreements in place. There was a good balance between discussing case work priorities and staff wellbeing, with evidence of challenge and reflection. Staff appraisals were routinely used and there was evidence of formal individual staff development plans being in place.

Managers encouraged reflection during supervision; this helped to gauge staffs progress or to identify any areas of development. Staff were also expected to reflect following training; this gave managers a chance to check staffs understanding of the session. Staff were aware of their responsibilities for continuous professional development to meet any registration requirements.

Staff were very happy at their work and told us how the team are flexible and supportive of each other to work as a team to benefit people. Comments included, "I love my job, I feel so supported." "I love it, everyone is so supportive. Home instead genuinely cares about the people and staff." "I love my work, I've felt so supported; the office have been great, always at the end of the phone."

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

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