

My Care My Support Support Service

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Type of inspection:
Announced (short notice)

Completed on:
6 May 2025

Service provided by:
Recruit the Best Ltd

Service provider number:
SP2019013279

Service no:
CS2023000288

About the service

At the time of the inspection the service provided care at home to adults in Edinburgh with its office based in Bonnington, Edinburgh. The service was offering care and support to four people at the time of inspection. The service was registered with the Care Inspectorate on 31 August 2023 and the provider is Recruit the Best.

About the inspection

This was an unannounced inspection that took place on 30 April and 2 May 2025. The inspection was conducted by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, information submitted by the service and intelligence gathered.

We evaluated how well people's health and wellbeing was supported and their personal plans as well as the quality of staffing and management.

To inform our evaluation we:

- met three supported people and spoke with two relatives
- spoke with four staff and the manager
- observed how well care staff supported people
- visited the office to see how it was run
- reviewed documents and electronic records.

Key messages

- People were very satisfied with the quality of the care and support received.
- People experienced a consistent staff team who knew them well.
- Staff interacted warmly and respectfully with people and were able to assist people who were anxious in a caring and calming way.
- Managers were accessible and responsive.
- Staff were well supported by observing staff competence, face-to-face supervision and team meetings.
- People's personal plans had each area of care, for example, communication, but sometimes did not have enough personalised information regarding how best to support someone.

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 leadership?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	3 - Adequate

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 the service as operating at a good level for this key question. There were several strengths with the care and support provided and how this supported positive outcomes for people.

The staff interactions were warm, kind and patient. People did not feel rushed by staff when being supported. People were supported to communicate in a way that was right for them, at their own pace, by people who knew them well. Staff would assist people who were anxious in a caring and calming way. This meant people could build trusting relationships at the service.

Care and support were carried out in a dignified way with personal preferences respected. Techniques used to assist people to mobilise were undertaken in a safe and reassuring way. We observed and people told us that staff used gloves and aprons appropriately. Staff cleaned and tidied up after themselves. The service was not needing to support people with medication administration during this inspection, although staff had appropriate training in place.

People experiencing care said "it is fantastic, really good, I am so lucky with all my carers" and "the manager has been easy to get hold of and has always been polite and helpful when I got through."

Relative's comments included "He gets on really well with [the support worker], he is really patient with him," "the carers are patient and understanding" and "they are doing a good job."

How good is our leadership?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the leadership and quality assurance.

People we spoke to considered that managers were accessible and responsive to any issues raised. There were regular quality checks by management regarding observing staff competence in people's homes. There was a service improvement plan in place to assist the service to plan, make and measure improvement. The service sought feedback from people experiencing support and their relatives through regular care reviews and satisfaction surveys. This ensured that there was a culture of continuous improvement for people experiencing support.

How good is our staff team?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the staff training and support.

Staff recruitment processes were thorough. Training was of good quality with mandatory training being completed by all staff. Informal support of staff by managers was taking place as well as face-to-face supervision and staff meetings to assist communicating effectively with staff. This ensured people experienced good quality care and support based on relevant guidance and best practice.

The planning of the support visits was organised and significantly late or missed visits were not an issue. Staffing arrangements worked well with little agency staff being used, therefore people experienced a

consistent care team. We observed that staff worked together well, in a positive and engaging manner. Staff had time to provide support with compassion and engage in meaningful conversations. This ensured people benefited from a warm atmosphere because there are good working relationships.

How well is our care and support planned?

3 - Adequate

We evaluated the service as operating at an adequate level for this key question. There were a number of strengths and improvements needed with personal planning.

People's personal plans had each area of care, for example, communication, but sometimes did not have enough personalised information regarding how best to support someone (see area for improvement one). Personal plans needed to be regularly audited by managers to assist improvement in quality and accuracy. Six monthly reviews (as required by legislation) were taking place with people experiencing care and their relatives. This is to make sure that personal plans remained right for people as their needs change and everyone had the opportunity for their views to be heard.

Areas for improvement

1. The service should ensure that all supported people have an up to date personal plan. In order to achieve this the service should undertake the following:

- a) Personal plans to accurately reflect all health and wellbeing needs with detailed and clear information about how people are to be supported.
- b) Personal plans to be regularly audited by managers to assist improvement in quality and accuracy.
- c) Undertake reviews of personal plans every six months. The service should ensure that supported people are meaningfully involved in developing and reviewing their personal plans and involve people who are important to them.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'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).

'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17).

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

The service should ensure that all staff have completed essential registration. In order to achieve this the service should undertake the following:

Managers and staff to be registered with the Scottish Social Services Council (SSSC) as being able to work with adults in a care at home service.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow the professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 30 May 2024.

Action taken since then

Managers and staff were appropriately registered with SSSC at this inspection.

This area for improvement has been met.

Previous area for improvement 2

The service should ensure that staff are well led and managed. In order to achieve this the service must undertake the following:

- a) Management to undertake regular one to one supervision with staff including a written record and actions.
- b) Management to undertake regular direct observations of staff regarding their practice including a written record and any actions.
- c) Management to undertake regular team meetings with staff including a written record and actions.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which states that:

'I have confidence in people because they are trained, competent and skilled, can reflect on their practice and follow the professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 30 May 2024.

Action taken since then

One-to-one supervision session had taken place for all staff in the last couple of months. There was a good structure to the supervision meetings which was person-centred and focussed on further staff development.

Direct observations of staff practice were taking place with constructive comments recorded. Staff stated that the manager regularly visited them at supported people's homes. Team meetings were taking place every three months and the meetings were being well-minuted. This ensured people experienced good quality care and support based on relevant guidance and best practice.

This area for improvement has 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?	4 - Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good
How well is our care and support planned?	3 - Adequate
5.1 Assessment and personal planning reflects people's outcomes and wishes	3 - Adequate

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