

## Visiting Angels – Stirlingshire Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
12 May 2025

**Service provided by:**  
KDM Care Limited

**Service provider number:**  
SP2023001505

**Service no:**  
CS2024000231

## About the service

Visiting Angels Stirlingshire have been registered with the Care Inspectorate since July 2024 to provide support to older people and adults in their own home.

The support they offer includes companionship, personal care, complex care, light housekeeping duties, meal preparation and medication assistance.

The aim of Visiting Angels is to support people to continue to stay in the comfort of their own home.

There were 27 people using the service at the time of our inspection.

## About the inspection

This was a short announced inspection which took place on 7, 8, 9 and 12 May 2025. The inspection was carried out by one inspector from the Care Inspectorate, supported by an inspection volunteer. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service and their families and gather their views.

To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered since registration.

In making our evaluations of the service we:

- spoke with 10 people using the service and 7 of their family representatives
- spoke with 14 staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

People experienced respectful and dignified care and support.

The leadership team had good oversight of the service and any improvements needed.

People could be confident that staff were recruited and trained through robust processes.

Staffing arrangements were linked to peoples preferences which supported better outcomes for people.

## 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?	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 quality indicator 1.3 (People's health and wellbeing benefits from their care and support) as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People were supported by staff who were kind and respectful and when we observed interactions between staff and people, staff were genuine and knew people's preferences well. People told us that the carers "brighten up our day" and said "I'm happy" and "I'm supported well" and many people spoke about how better it is that there are regular carers to develop a relationship with. Most people felt their wellbeing was improved because of the support they received.

Because staff knew people well they were able to identify when people became unwell and this meant that people received the right medical care timeously.

When people were supported with medication it was not always clear how that support was provided. We were confident in the providers plan to address this when we discussed it during our inspection.

## How good is our leadership?

4 - Good

We evaluated quality indicator 2.1 (Quality assurance and improvement is led well) as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People told us that they were confident giving feedback and raising any concerns because they know the service act quickly. Staff felt well supported and said the leadership team were available whenever needed.

The quality assurance framework was robust and led to actions that were time bound and detailed in the service improvement plan. The leadership team had good oversight and a good understanding about what was working well and what improvements were needed. The service had recently implemented a 'lessons learned' process and this was a good basis for improving outcomes for people. Undertaking a process of self evaluation and including the wider staff group, would promote responsibility for improvement across the service and lead to improved outcomes for people.

We noted that the service had extended their work beyond the initial registration area. The service immediately sought to address this with the Care Inspectorate registration team and have been granted a variation to include providing services in Falkirk, Clackmannanshire, West Lothian and Perth & Kinross

## How good is our staff team?

4 - Good

We evaluated quality indicator 3.3 (Staff arrangements are right and staff work well together) as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People could be confident that staff were recruited appropriately and trained to undertake their support because recruitment processes were robust and staff induction, ongoing training and competency assessments were all in place.

People told us that punctuality and visit times were working well, continuity of carers was good and people felt they knew their carers. During our observations we could see that staff worked well together, complimenting each other by taking seamless responsibility for different aspects of support. The service took time to match people with carers and were flexible in their approach to reviewing and changing staffing in response to people's needs and preferences where possible.

Staff said they were well supported particularly around their own caring responsibilities and personal needs. Some staff felt their working day was longer than need be because of the geographical distance and travel however recognised that this would become improved as the service grew in each area.

### How well is our care and support planned?

4 - Good

We evaluated quality indicator 5.1 (Assessment and personal planning reflects people's outcomes and wishes) as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People had individualised care plans and if they wished could have full access to view their plan in the system. Most people were aware of this and some told us that they did use the on line system.

Most care plans had a full life history and personal information and this meant that carers knew a lot about people to help build those important relationships and explore people's interests and preferences about how they would like to spend their time. The care plans were mostly clear about what support looks like and were clear to follow which supported continuity of their care.

We spoke to the management team about care plan improvements and how this could better support people to meet their outcomes and were reassured by their plans to review and progress the plans further.

### 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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - 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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