

## Safe at Home Care & Support Ltd Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
2 June 2025

**Service provided by:**  
Safe at Home Care & Support Ltd

**Service provider number:**  
SP2023000510

**Service no:**  
CS2024000251

## About the service

Safe at Home Care and Support Ltd is a support service providing care at home services. They provide care and support to people in their own homes and in the community. The service registered with the Care Inspectorate in July 2024 and is a privately owned company.

At the time of the inspection, there were 16 people receiving a service in the areas of Falkirk, Grangemouth, and Stirling.

## About the inspection

This was an unannounced inspection which took place on 28, 29, and 30 June 2025. The inspection was carried out by one inspector from the Care Inspectorate.

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

In making our evaluations of the service we:

- received feedback from eight people using the service and seven of their family
- received feedback from 10 staff and management
- visited people in their own homes
- reviewed documents
- received feedback from supporting professionals.

## Key messages

- Everyone was very happy with the service.
- The service was supporting people's health and wellbeing well which was leading to positive outcomes for people.
- There were warm and trusting relationships between staff and people receiving a service.
- The management team were supportive and staff worked well together.
- The service was responsive to feedback and committed to developing quality assurance to improve and develop the service.

## 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 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?

5 - Very Good

We found significant strengths in how care and support was provided and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

There was a high level of satisfaction among people receiving support. Everyone was very happy with the service and the support they received. A number of people told us about previous experiences of care and were pleased with their move to Safe at Home Care and Support. Comments included, "I received care from other companies and never felt as happy as I do with Safe at Home" and "I have recently changed providers and the care given is the best care available. Safe at Home is easily the best care company I have used and do as the name suggest and far more over and above what is expected from a care provider".

We also received very good feedback from family members regarding the care and support their loved ones experienced, with comments including:

- "Since receiving care and support my [relative] has settled back into [their] own home and it is reducing the pressure on us as a family. Safe at Home are an excellent company that shows how the care sector should work in the community. I have already recommended their services to others in the community."
- "I couldn't wish for better. They have made such a difference."
- "They go above and beyond."

Staff were compassionate and respectful. Support was provided by consistent small teams of staff which meant that they had developed knowledgeable and trusting relationships. Staff knew people well and were encouraging people to participate in their care and support. A health and social care professional told us, "[The staff team have been] understanding and supportive. They have been able to develop a relationship with a service user which has [encouraged them] to accept care [which they have refused for a long time]".

The service was responsive and supporting staff to adapt their approach to meet people's needs. People were encouraged to do things for themselves, even though this may take them longer. We also observed that the staff were flexible and offered increased support when this was needed, reporting any changes or concerns to the office. One person told us, "They know me well and respond to what help I need. This changes and some days they help me to do things myself and others they step in and do it for me". The service was flexible and supporting positive outcomes for people.

During the inspection, we accompanied staff on visits. We observed interactions and practice and were impressed by the time staff took to support health and wellbeing. This included encouraging and supporting people with exercise and activities outwith their homes. People felt the benefit of their time with care workers and told us:

- "I couldn't wish for better. My mental health has improved since receiving support."
- "They give me purpose to get up in the morning."
- "The team at Safe at Home have went above and beyond. The support they provided really made a difference."

Staff were proactive in supporting people's health and wellbeing. Staff talked with pride about their role in supporting improvements and progress in people's wellbeing. The service had good working relationships with other organisations and were quickly identifying and alerting other professionals where there were changes or concerns in people's health and wellbeing. One health and social care professional told us, "The service has been very proactive with any concerns raised. They make relevant changes to ensure the service users' needs are met". People could be confident that the service was prioritising their health and wellbeing.

People were being supported safely with taking medication. We observed safe administration of medication and the service was undertaking observations of practice to ensure safe practice. We encouraged the management team to undertake additional audits so that the service could identify any potential changes or errors quickly. This links with quality assurance within the section 'How good is our leadership?' within this report.

### How good is our leadership?

### 4 - Good

We evaluated this key question as good. There were several important strengths in the leadership of the service which, taken together, impacted positively on outcomes for people and clearly outweighed areas for improvement.

There was confidence in the leadership of the service. Everyone, from people receiving support and their relatives to the staff team, all described the management team as supportive, approachable, and responsive. One relative told us, "I am very confident in the service", while others said, "Communication is excellent" and "They really want to know about [my relative] so they can get things right. I can't rate them highly enough".

There was good oversight of the service. Regular meetings took place to identify the direction of the service with a focus on ensuring positive outcomes for people receiving a service. The team were acknowledging good practices and ensure changes and improvements were planned and completed. Staff reflected on their confidence and involvement in the service with one staff member telling us, "Whenever I feedback information or concerns about service users you are always listened to and it is acted on by the relevant people. I am communicated to well with updates on concerns I have raised or to even be praised".

The management team had a good understanding of what was working well and were making changes where there were areas of development. As the service started operating recently, they had not put in place a full programme of quality assurance. We spent time with the management team discussing quality assurance and shared links to the Care Inspectorate publications on self evaluation. The team had the capacity and enthusiasm to progress this and we were reassured that we would see positive progress in quality assurance at future inspections.

We heard from health and social care professionals, who described their confidence in the service:

- "Communication has been excellent between the registered manager and myself. Support staff have been making relevant recordings and they have been reporting any concerns/incidents in relation to the service users' wellbeing."
- "I have always been able to contact the service by phone or email, the management know all carers and service users well and are very knowledgeable about the service. On one occasion I had to contact the out-of-hours service and was able to get the information required with ease."

Accidents and incidents were managed well, with good recording and reporting to local health and social care partnerships. Some of these events should also have been notified to the Care Inspectorate. We discussed this with the manager and were confident these would be reported going forward.

## How good is our staff team?

4 - Good

We evaluated this key question as good. There were several important strengths in the staffing arrangements which, taken together, impacted positively on outcomes for people and clearly outweighed areas for improvement.

We observed respectful, supportive, and friendly interactions between staff and people supported by the service. Support was provided by small and consistent teams of staff and had formed trusting relationships.

People were confident in their staff team. People were supported by small consistent teams of staff and the service was focussing on finding the best match of staff to ensure that support was a positive experience. The management team were listening to feedback around people's preferences and wishes. This meant that people were confident and trusting of the service and was helping people get the most out of their support.

People told us:

- "I have the same two carers and I am very happy and comfortable with them. I can be myself and they know me so well. I have been very unwell but they really help me. I don't know what I would do without them."
- "[My carers] are all amazing and go over and above to ensure I am well cared for and looked after."
- "The staff working for the company are professional, caring, and easy to work with."
- "We have only had care support in place for a couple of months, but has been excellent so far. The staff have been outstanding, really supportive, understanding, and have built a great rapport and trust which has made the transition to receiving care seamless."

The management team were monitoring service delivery and staffing arrangements, ensuring this was informed by assessments of people's needs and preferences. The service was flexible and adjusting support to ensure people were getting the right support while providing compassionate care. One family member told us, "They work well as a team and change visits around to suit [my relative]" and we could see this across the service. People could be confident that the management team were deploying staff in a way that best met their needs.

During the course of our inspection, we noted some areas with no travel time between visits and others with lengthy gaps. As the service was relatively new and developing, they were working hard to build up enough visits for staff while meeting people's needs and wishes. Throughout our visits, we observed staff taking their time with people to ensure they received the support they needed. Staff were not rushing visits, providing compassionate care and support, and were staying longer if this was required. We discussed this with the management team so that as the service grows, they are scheduling in a way that continues to meet people's needs. The management team agreed to monitor staffing arrangements and visit times to ensure that the deployment of staff meets people's need.

Staff worked well together. Where people were receiving support from two carers, they worked in a complementary way ensuring that the care was provided seamlessly. We heard staff informing people who were scheduled to provide care at the next visit and when they would be returning. There was a sense of teamwork.

Staff were well trained. We heard, and observed, that staff were confident providing support and the training provided helped inform their practice. This service was ensuring that staff had the right skills and knowledge to meet people's needs.

## How well is our care and support planned?

4 - Good

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

People's support plans were informative and personalised. They were good in sharing a picture of people, their background, the reasons for receiving a service, and their daily routines. We understood why people were receiving support.

Some of the plans had a focus on care tasks which guided staff in what support people required but would benefit from further details of people's preferences and how they wished their support to be provided. The staff team knew people well and had built up this knowledge over time and were meeting people's preferences. However, this level of personalisation would be more difficult for new staff. We discussed with the service how they could involve care workers in sharing their knowledge to inform personal plans, ensuring that the right information is available. We look forward to seeing progress with this at future inspections.

There was good guidance on how to support people with risk. Plans were respectfully written with helpful guidance on supporting people at times of experiencing stress and distress. Risks were being managed in a proactive way whereby people's lives and choices were not constrained but there were strategies for staff to manage and minimising risks. This meant that staff understood how to manage risk and continue to promote positive outcomes for people.

There was an organised and inclusive approach to reviewing support plans. Plans were reviewed regularly, involving the person, family members and/or representatives, and, where appropriate, other professionals. One health and social care professional reported that "I work very closely with the service and liaised with the team frequently to develop a care plan that would meet my service user's needs". We discussed with the service that personal plans should be reviewed every six months or more frequently where there are changes, as we noted that there were some small delays where the service was engaging the input of others. We were reassured by their enthusiasm and plans to improve this.

## Complaints

There have been no complaints upheld. Details of any upheld complaints are published at [www.careinspectorate.com](http://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 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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