

Pro Care Support Service

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Largs
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Type of inspection:
Unannounced

Completed on:
22 May 2025

Service provided by:
Pro Care Ayrshire Limited

Service provider number:
SP2015012626

Service no:
CS2015343195

About the service

Pro Care is registered to provide a Care at Home service to older people living in their own homes. The service operates from an office base in Largs and currently supports people living in Largs, Skelmorlie, Fairley and West Kilbride. The provider is Pro Care Ayrshire Limited.

The stated aim of the service is to provide a high-quality, professional, reliable and individualised care at home service to allow clients to live their lives to their maximum potential, and in a way they have previously been accustomed to. Towards this aim, Pro Care offers a range of support to individuals, ranging from a few hours per week up to 24-hours per day, based on assessed need. This includes personal care, overnight support, medication support, shopping, meal preparation and cooking assistance, light housework, companionship, social opportunities, respite for carers, escorting to appointments, and assistance to attend private functions and events. There were 38 people receiving support at the time of the inspection.

About the inspection

This was an unannounced inspection which took place on 20, 21 and 22 May 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 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 four people using the service and six of their relatives
- received feedback via email from six completed relative questionnaires
- spoke with six staff and management
- received feedback via email from 13 completed staff questionnaires
- accompanied care staff on home support visits, observing practice and daily life
- reviewed documents.

Key messages

- People had high levels of satisfaction as a result of the reliable and consistent support provided by skilled and motivated staff with whom they had positive, trusting relationships.
- People's health and wellbeing benefitted from a staff team who knew people well and staff were proactive in supporting access to the right health professionals, enabling people to live at home and be as independent as possible.
- Support was flexible and responsive to people's changing needs and circumstances.
- Family members felt fully involved and were well informed as a result of effective communication processes.
- The very good level of performance would be further enhanced by improving care planning and quality assurance systems.

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 major strengths that had a positive impact on people's experiences and outcomes. We evaluated this key question as very good.

People experiencing care had benefitted from reliable, personalised and consistent support delivered by skilled staff who were familiar to them. People expressed confidence in staff and the development of positive relationships enabled them to feel listened to and valued. People told us that health and wellbeing needs had been managed properly, demonstrating that staff had the knowledge, skills and experience needed to meet people's individual needs in ways that kept them safe and well. We saw staff respectfully supporting individuals with skill and kindness and people were highly complimentary about the support provided, commenting:

'I have nothing but praise for Pro Care, the carers that look after my mum on a day to day basis, the administrators who do such a fantastic job in running and coordinating the care of many vulnerable people and the amazing owner who has established such a wonderful care company.'

'I'm very impressed by them. They are wonderful - most caring. Always willing and in fact they go over and above what is required of them. They are very reliable and always nice - very chatty and good company.'

'They are so caring. Girls are highlighting concerns to (manager) and ourselves regarding mum's health and (manager) is chasing input for us - they know her so well they will pick up on anything quickly if she's not herself.'

Managers had established a positive culture of openness and working in partnership with people using the service. It was positive to hear from relatives that they were regularly consulted and kept up to date, showing that the views of carers and family members were heard and meaningfully considered. This had helped to develop an ethos of trust and respect. There had been consultation regarding care planning and reviews and people told us they felt involved and listened to. A relative said, 'From our point of view it's great. They do all we ask and a few requests I've made recently they said yes straight away, no problem.' People told us that communication with staff and the office base had been effective and easy to access, including out of hours.

Opportunities to remain connected within the local community had been delivered to reduce the risk of social isolation and to help maintain hobbies, interests and relationships. People shared examples where staff and management had acted 'over and above' the day-to-day support being provided to enhance people's quality of life.

The service had been well organised with rotas and staff allocation being confirmed with people experiencing care and their families in advance. This had resulted in people being supported by familiar and consistent staff teams. People told us this was very important to them and greatly appreciated the efforts made to provide the level of communication and continuity being achieved.

Staff clearly valued the work they did and were motivated to deliver high standards of care and support. Staff comments included:

'Pro Care goes above and beyond for all their clients.'

'They go out of their way to support their clients and help out families. They constantly review changes with client needs with their family.'

'Pro Care is undoubtedly a great asset to the residents of Largs and surrounding area for over 65's. The professional care given by my colleagues is kind, respectful, friendly and unwavering towards client/their family.'

People using care services should benefit from dynamic, innovative and aspirational care and support planning which consistently informs all aspects of the care and support they experience. Overall, the personal plans we reviewed reflected a good level of information about people's needs, preferences and abilities. This, along with good communication from managers, meant that staff knew each person well. We saw examples where staff had escalated concerns and contacted the relevant healthcare professionals for advice and support. However, personal plans would benefit from a more outcome-focussed approach. We discussed with managers how care plans could be further developed to fully reflect the level of knowledge held by staff and the person-centred support being provided. We continued this as an area for improvement.

The protocols in place for the safe management of medication had informed and enabled staff to provide support that ensured people received the right medicines at the right time, reducing the likelihood of errors. This helped to keep people safe and well, whilst also using the minimal level of intervention, allowing them to retain as much control as possible.

Staff received training on infection prevention and control (IPC) measures and demonstrated this learning in their practice. Personal protective equipment (PPE) was readily available which helped to protect people from the risk of infection.

How good is our staff team?

5 - Very Good

We found major strengths that had a positive impact on people's experiences and outcomes. We evaluated this key question as very good.

People experiencing care and their families benefitted from stable and consistent care and support delivered by skilled, knowledgeable and motivated staff who were familiar to them. Staff knew people well, understanding and promoting their choices and preferences. Feedback about staff was consistently positive and people valued the relationships that had developed. Comments included:

'They are so nice. I have the same girls and I love seeing them every day. They are so kind to me - I'm very happy.'

'They are very reliable and I've never had an issue with anyone not turning up or not carrying out particular instructions. The carers are very kind, respectful. They had some lovely staff who moved on but they have been replaced by equally caring people with a good understanding of the job.'

'They are an absolute godsend - we know exactly who's coming in. It's usually the same two girls who come in and they are fab. The girls are so mature for being so young. They are a breath of fresh air. Really lovely. They are so caring.'

'(Relative) didn't want them at first - she was reluctant, but by the first afternoon she was saying how lovely the carer was and telling us all what they were doing together so she's delighted with them now. They're so nice and helping keep her independence.'

'Continuity and consistency is important. Mums girls are great and tuned in. Office staff very helpful. ProCare allows my mum to stay happy at home.'

Managers demonstrated genuine concern for staff wellbeing. Feedback from staff was that they felt valued, appreciated and well supported by the management team and their colleagues. This fostered good working relationships that benefitted people experiencing care and their families. Staff commented:

'We feel very privileged to care for the people we go to. It's not like going to work - it's a great job.'

'They are always available to answer any queries which can be related to service users or personal queries regarding leave or pay issues. The office staff ensure everything is on the CarePlanner app and there is ease of working at the service users place.'

'Feel that I can ask for additional support at any point. Advice is always only at the end of the phone or popping into the office.'

Safe recruitment practices had protected people and the induction process supported new staff to settle into their role. Staff told us that they benefitted from good training and development opportunities. We saw that the training undertaken by staff was suited to meet the needs of the people being supported, promoting good outcomes. Overall, there had been a good level of compliance with training with a process in place to manage any that became overdue. This meant that staff were equipped with the necessary knowledge and skills, reducing the risks associated with training being out of date which can compromise staff practice.

Staff observations were used to improve practice and promote a culture of learning. Supervision meetings were also in place to support ongoing staff development. We discussed the introduction of a pre-supervision process that would enable staff to prepare for discussions around reflection, SSSC registration, the HSCS, future goal setting and so on. This would help to improve the level of detail in supervision records, making the process more meaningful.

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

Team meetings should be re-established to ensure that staff have the opportunity to meet with their peers at least six-monthly.

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

state that:

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

This area for improvement was made on 18 October 2023.

Action taken since then

Arrangements were in place to commence staff meetings with a set agenda that staff could contribute to. The management team demonstrated a commitment to planning and conducting staff meetings more regularly.

This area for improvement had been met.

Previous area for improvement 2

The provider will introduce a formal recording process of all quality assurance activities. This is to ensure that a systematic overview is in place to determine areas for improvement which will lead to improved outcomes for people getting support.

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

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 18 October 2023.

Action taken since then

Although a range of quality assurance checks was in place to inform and support compliance with good practice, we discussed with the management team how the approach to quality assurance could be strengthened as some checks were overdue. An annual plan should be established and implemented alongside the existing plans in place to allocate audits to specific members of staff.

There was also a need for the management team to undertake self-assessment against the HSCS and the quality framework in partnership with people experiencing care, families and staff. The outcome of the self-assessment should be used to inform a service improvement plan with quality assurance being a priority.

We continued this area for improvement.

Previous area for improvement 3

Staff need to be given the opportunity to share their knowledge of the people they support to influence their care plan. Care plans should be more person-centred and outcomes focussed.

This is to ensure that care and support is consistent with the 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).

This area for improvement was made on 18 October 2023.

Action taken since then

Although personal plans were good overall, there was a need to develop a more detailed and outcome-focussed approach that more fully reflected the person-centred support being delivered.

We continued this area for improvement.

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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