

## Carrick Home Services Ltd Support Service

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

**Completed on:**  
5 June 2025

**Service provided by:**  
Carrick Home Services (Scotland) Ltd

**Service provider number:**  
SP2014012250

**Service no:**  
CS2014323804

## About the service

Carrick home Services Ltd is a small, independent, family run care at home provider based in East Edinburgh. which offers a dedicated and personalised home care service which allows people to remain in their own home. The service offers a choice and flexibility of services to suit individual needs.

## About the inspection

This was a short announced inspection which took place on 26 May 2025 and 28 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.

## Key messages

- Management had robust systems for quality assurance
- Staff formed positive relationships with the people they supported and provided compassionate, person-centred care which supported people's wellbeing
- Staff were supported by management and working relationships were good
- Management knew the service very well and offered direct support when needed
- Staff worked very well together and communication was thorough
- Leaders were very motivated and effective at maintaining good standards and driving improvement ideas.

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

People felt confident in their care because they knew who was coming to provide their care and support. Staff knew how best to communicate any changes. Visits were unhurried and not task orientated. Independence and choice was promoted. People were enabled to make informed health and lifestyle choices that contributed to their physical and mental health.

Where support was needed, medication was administered as prescribed by staff who had received training and felt competent and knowledgeable about administering medication. Those who managed their own medication, staff promoted this to allow people experiencing care to remain as independent as possible. The manager carried out audits as well as observations of practice to ensure staff remained competent. This provided confidence that staff were trained and competent to undertake the administration of medication.

All support plans sampled provided staff clear direction about how to deliver each person's care and support. The sample of care documentation viewed provided a good overview of what was important to them, their choices, wishes and preferences. This ensures the care and support delivered to people were person centred and meaningful to them. Risks were assessed, giving staff guidance on how to keep people safe.

People benefitted from a clear service agreement which set out what they can expect from the service and how their outcomes would be met. People and their relatives were also benefitting from regular reviews of their care and support. This allowed staff to ensure people's wishes and choices were respected.

There was an effective visit scheduling system in place which supported management to provide a consistent approach to care and support. People received a weekly rota so they knew which staff member would be undertaking each of their visits and what time the visit would be. This prior notice showed respect for people and reduced anxiety. People were also advised if there was to be a significant change in time or staff member if a visit was running late.

The service was highly valued by those using it. People receiving support and their relatives praised the management team and the care staff stating how the service has a positive impact on people's experiences and outcomes.

## 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.

Compassionate and skilled staff contributed to a supportive environment and helped to create trust and reassurance for families and people experiencing support. Families spoke highly of the compassion and skill demonstrated by staff, which helped them feel confident and at ease.

The support staff understood their roles and responsibilities and what was expected of them while supporting people. Staff were knowledgeable in care and had the right and appropriate training to carry out

their role. As a result, people received the right kind of support at the right time. The staff and the manager worked closely together to ensure all shifts were covered to meet the people's outcomes. The staff communicated very effectively with each other to ensure great continuity of care and effective passing of information.

Staff expressed positive views regarding their morale and job satisfaction and valued the contribution they made in helping people live at home.

Very good feedback was received from people receiving support, their families and health care professionals. A relative told us "We are very happy with the services Carrick home service provide my mum. I am very comfortable with the excellent care my mum is receiving. This gives the whole family great comfort, and can safely say the staff go above and beyond to care for my mum".

People benefitted from safe recruitment and induction which reflected positive outcomes for people experiencing care.

## 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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.4 People are getting the right service for them	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good

How good is our staff team?	5 - Very Good
3.1 Staff have been recruited well	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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