

## SE Home Care Service Cluster 2 Housing Support Service

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Announced (short notice)

**Completed on:**  
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**Service provided by:**  
City of Edinburgh Council

**Service provider number:**  
SP2003002576

**Service no:**  
CS2017356652

## About the service

South East Home Care Service Cluster 2 is a combined housing support and care at home service based at the South East Locality Office in Edinburgh. The service provider is the City of Edinburgh Council.

The service has recently changed its focus to short-term interventions, mostly supporting people being discharged from hospital. Care and support is focussed on maximising people's confidence, resilience and independence when returning home.

People's progress is monitored and reviewed over a six-week period with the aim of transferring their package of care to a mainstream support service or other resource if required.

There were 26 people using the service at the time of this inspection.

## About the inspection

This was a full inspection which took place from 5 June 2025 to 13 June 2025. A site visit to the service took place on 5 June 2025. We observed people being cared for in their homes on 10 June 2025 and 11 June 2025. This 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 seven people using the service and seven of their family members
- spoke with 11 members of staff and management
- observed practice and daily life
- reviewed documents
- considered feedback from visiting professionals.

## Key messages

- People's health and wellbeing needs were being met.
- People experienced warm and gentle care from staff who knew them well.
- Staff spoke positively of the role they played in helping people meet their chosen outcomes.
- The staff team worked well together and were supported by a competent leadership team.
- Staff reflected on their practice through regular supervision and team meetings.
- Family members and other professionals we spoke with commented favourably about the high standard of service people received.

## 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. We evaluated the performance of the service under this key question as very good.

People experienced very good health and wellbeing outcomes as a result of their care and support. Staff interactions with people experiencing care were warm, encouraging and focussed on promoting people's independence. Care was delivered at a pace appropriate to each person experiencing care. People were comfortable because they were being supported by staff who knew them well.

Rotas were consistent which meant that people were being cared for regularly by the same members of staff. Staff knew people's history and interests which helped create conversation during care visits. This meant that trusting relationships were formed between people and the staff who cared for them. One person experiencing care commented:

"it's always someone familiar to me. They will tell me who's coming next - and it's always someone you have seen before. They're excellent - always nice and friendly".

People were communicated with in ways that confirmed staff knowledge of people's communication preferences. Personal plans detailed information about people's care, support and preferred routines. This ensured care was delivered smoothly and in accordance with people's wishes.

Relatives we spoke with confirmed that they and their loved ones were treated with compassion, dignity and respect. One relative told us:

"I've not got a bad word to say, they're just brilliant. There are four regular carers but they're all so nice and so nice to (my relative). We have a great rapport with them as well. I honestly can't fault them, they've been fantastic".

People's health benefitted from very good engagement with other health services. People were regularly in touch with social workers, GPs, district nurses, occupational therapists and a wide range of clinical specialists. Staff spoke positively of working in partnership with other health and social care agencies. This multi-agency approach helped people keep well and ensured their health needs were being met.

Medication systems were very good. People's use of medication was regularly reviewed and audits of medication practices were regularly carried out by seniors in the service. Staff had received training in the administration of medication which helped them gain confidence in their practice.

Personal plans clearly detailed how people's health and wellbeing needs would be met. Goals that people had chosen to achieve were clearly detailed. Risk assessments were completed when required which focussed on people's abilities. This ensured a positive risk taking approach which promoted people's independence.

Health and social care professionals we spoke with praised the service for their work in caring for people and how this helped people develop their independence. Speaking about the team, one professional commented:

"I really appreciate the homecare service carers as they always seem very knowledgeable about the person and will go that extra mile".

## How good is our staff team?

## 5 - Very Good

We found significant strengths regarding the staffing of the service and how this supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

The recruitment of new staff was carried out in a safe manner with systems in place to reduce risks to people experiencing care. Induction processes ensured staff were equipped to start supporting and caring for people effectively. People were kept safe as a result of good induction processes.

Staff completed training that was relevant to their roles. Training records were kept and evidenced a good level of completion of courses. Systems were in place to support staff to achieve vocational qualifications. Staff spoke positively of their sense of achievement in attaining qualifications, and of how their learning had influenced their practice. As a result, people experienced care from well trained staff who were knowledgeable about their health related issues.

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in caring for people. Staff spoke positively of their work and told us they were proud to work in the service. One staff member commented:

"I feel proud to work for the council and of the good training we get. I feel happy at my job and I'm really enjoying the challenge of reablement".

Staff engaged in supervision which gave them an opportunity to talk about their development. Staff spoke positively of the process of supervision where they felt able to bring up anything positive or negative about their work and life outside of the service. Staff received positive feedback from service leaders which kept them motivated to work to the best of their ability. Staff told us they felt supported and valued by service leaders. One staff member commented:

"(the manager) recognises when things aren't easy for us and gives us praise - it makes you feel proud".

Regular team meetings provided staff with further opportunity to discuss issues or concerns. Staff noted that they felt listened to at team meetings and that their contributions were valued. Staff were able to share care approaches at team meetings and share good practice. This helped to ensure that people received a consistent approach from their care staff.

New technology had been implemented since the last inspection of the service. Staff used hand-held devices to record and evidence their work. Staff spoke of the benefits this new system had on their practice. This helped ensure that staff were always fully up to date with the changing needs of the people they were caring for.

Relatives we spoke with during the inspection commented favourably about the positive attitude staff displayed. One family member told us:

"we're really happy with it and (my relative is) getting really wonderful 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
1.3 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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