

# Cura Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
29 May 2025

**Service provided by:**  
Blessing Grace Limited

**Service provider number:**  
SP2018013079

**Service no:**  
CS2018364892

## About the service

Cura is a care at home service and was registered with the Care Inspectorate on 30 January 2019. The service provides support to people living in West Lothian, Edinburgh and Falkirk. The service is provided from an office base in Broxburn, West Lothian.

At the time of inspection approximately 177 people were being supported in their own homes by the service.

Cura state the aim of their service is: *'To deliver person centred services. We aim to provide person centred care and support in ways which have positive outcomes for service users and promote their active participation'*.

## About the inspection

This was an unannounced inspection which took place on 22, 23, 28 and 29 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 14 people and received feedback from 13 people via responses to our survey
- spoke with seven relatives and received feedback from six relatives via responses to our survey
- spoke with 16 staff and received feedback from 22 staff via responses to our survey
- observed practice
- reviewed documents
- spoke with two professionals involved with people who used the service.

## Key messages

- Staff treated people with dignity and respect and they were relaxed and happy in each other's company.
- People's interests and preferences were valued by staff and this helped people to achieve their individual outcomes and feel respected and listened to.
- There were proactive relationships with health professionals and staff made sure that people had access to the right support from the right professionals when they needed this.
- People were supported by a regular staff team and staff worked very well together.

## 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
How well is our care and support planned?	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 were treated with dignity, compassion and respect, and there were warm, encouraging, meaningful relationships between staff and the people they supported. Staff knew people well and were committed to supporting them in line with their needs, wishes and preferences. This meant that people experienced personalised care, carried out in the way that they wished.

Staff treated people with dignity and respect and they were relaxed and happy in each other's company. This resulted in interactions and relationships which were really meaningful to people, and people told us how much of a difference this made to their day. One person told us, *"Cura staff listen to me and accept how and who I am. They understand my unique needs and I really enjoy our chats"* and a relative said, *"The care and support [my relative] gets is brilliant. There is such fondness in the way they interact with her"*.

People's interests and preferences were valued by staff who understood what was important to people. This helped people to achieve their individual outcomes and feel respected and listened to. One person told us, *"What you want, if you need care, is someone who knows you and knows what's important to you and cares about you. And that's what I have with my carers"*.

Visits did not feel rushed and staff promoted choice, always checking if anything else was needed before leaving. Staff told people when they would see them next, or who would be attending for their next visit. A relative told us, *"They are very polite and friendly and go out of their way to assist my [relative]"*.

People's health and wellbeing was important to staff and there was gentle encouragement to eat and drink well, with an emphasis on choice in all support provided.

Staff were knowledgeable about safe support with medication and there were proactive relationships with health professionals. Staff made sure that people had access to the right support from the right professionals when they needed this. Professionals involved with people receiving support from the service told us they were very happy with the care people received from Cura.

## How good is our staff team?

5 - Very Good

We found significant strengths in aspects of staffing, how well staff worked together, and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff were recruited in a way which had been informed by aspects of safer recruitment guidance. This meant that people could be assured that they received safe care and support.

New staff completed comprehensive induction training and there was a variety of ongoing training to ensure staff learned how best to support each person. Observations of practice

ensured that staff were skilled and competent and supervisions and team meetings were held regularly. This meant that people could be confident that staff had the necessary skills and competence to support them.

Staff in all roles within the service worked very well as a team and shared skills and knowledge to ensure people were supported consistently and confidently. Support to obtain qualifications provided additional opportunities for the development of staff resulted in improved outcomes for people. Feedback about staff was very positive with people complimenting staff on their approach and kindness. Staff told us they felt very well supported in ensuring they were equipped to carry out their role and that they were able to play an active part in evaluating and improving the quality of the service. They told us they felt valued and rewarded by the management team.

Continuity of care was very good with most people telling us they were supported by a regular staff team who knew them well. People told us how much they valued this, and the positive impact it had on their wellbeing. Relatives told us, *"Cura have always provided an excellent standard of care to my [relative]. He has 2 regular carers, both of whom in my opinion go above and beyond to ensure my [relative's] needs are met"* and *"The company should be very proud of their staff"*.

## How well is our care and support planned?

**5 - Very Good**

We found significant strengths in aspects of assessment and personal planning and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

Care plans and risk assessments were of a very high standard. They were respectfully written, and provided clear information to support staff in delivering care and support to people safely, and in line with their wishes and preferences. There was appropriately detailed information on what was important and meaningful to people, to support staff in building positive relationships with the people they supported. There was also sufficient information to ensure staff could quickly and easily identify any changes or concerns.

Information about people's equipment, and their health conditions, as well as useful information about nutrition and hydration, was contained within care plan folders which were accessible to people and the staff who supported them. Detailed medication assessments clearly documented the appropriate level of support for each person.

Care plans were reviewed and updated regularly, and whenever there was a change to a person's circumstances, needs or wishes. Changes were discussed with people, their relatives and relevant professionals, and people were supported to lead and direct the review of their care plans in meaningful ways.

## 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

The service should ensure all staff are aware of how to escalate any concerns which are made directly to them.

This is to ensure care and support is consistent with Health and Social Care Standard 4.21: *'If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me'*.

This area for improvement was made on 13 September 2024.

#### Action taken since then

Staff understood the importance of escalating any concerns made by people using the service and were aware of the process for doing so. We could see that concerns had been addressed, discussed with the people affected, and appropriate actions taken. People told us communication with the service was good.

This area for improvement was met.

### Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## 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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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