

## Castle Care – Angus Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
1 July 2025

**Service provided by:**  
Castle Care (Scotland) Ltd

**Service provider number:**  
SP2013012212

**Service no:**  
CS2016352751

## About the service

Castle Care (Scotland) Ltd provides a combined Housing Support and Care at Home service for adults and older people living in Forfar and the surrounding areas, within the County of Angus.

Castle Care aims are to:

'Take pride in providing a person centred approach giving you real choice and control over your care needs. You are the best person to determine how your needs should be met. We will work with you to achieve the personal outcomes you require'.

This service was registered with the Care Inspectorate on 28 September 2017.

## About the inspection

This was an unannounced follow up inspection which took place on 1 July 2025. The inspection was carried out by two inspectors 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 five people using the service and their families
- spoke with six staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

People were happy with their care and support packages and spoke positively about the staff.

The induction process had improved and was staff led, to ensure all necessary training had been completed prior to supporting people.

Individualised training plans had been developed for new staff following completion of the induction process.

Some improvements had been noted with people's feedback informing the overall service improvement plan, although this still required further development.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 28 May 2025 the provider must ensure that all staff have completed all mandatory and core training in order to ensure that staff are competent and safe to carry out their roles and responsibilities. This should include but is not limited to:

- a) Complete moving and handling training in full prior to working alone with people experiencing care
- b) Complete appropriate training regarding safe administration of medication.
- c) Any other specific training required based on the needs of people in the service.

This is to comply with section 8(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019.

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) and 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This requirement was made on 2 April 2025.

#### Action taken on previous requirement

Two new staff had started since our last inspection. Records showed that these staff had completed moving and handling training prior to working with people. Discussions with new staff regarding training and the induction process was positive. Staff felt competent to be able to carry out their roles well following induction.

A team leader was now an in house trainer for staff moving and handling training. This meant that all new staff were now trained quicker and were able to support people sooner. This had been a positive development for people who required care.

All staff had completed the relevant medication training. A comprehensive training pack was viewed detailing good information for staff.

The manager had sourced training from the local Health and Social Care partnership regarding catheter care and stoma care, to ensure all staff were trained appropriately. This meant that staff were competent to support people with these specific needs.

Feedback from clients regarding staff was that they were able to carry out their jobs competently, with no issues or concerns highlighted.

**Met - within timescales**

## 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

To ensure people benefit from a culture of continuous improvement, the provider should develop the existing service improvement plan. This should include areas identified through quality assurance processes and input from the people who use the service, families, staff, and stakeholders.

**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 2 April 2025.**

#### Action taken since then

Families had been invited to people's care reviews, and feedback sought prior to these meetings, from people and families.

We discussed that the manager could seek feedback from external professionals and family members via email or phone. People's views could then be added to the overall service improvement plan. We will follow this up at our next inspection.

A service improvement plan was in place with some timescales and actions for developments completed. We discussed with the manager that this needs to be developed further to incorporate issues identified through quality assurance processes and also more comprehensive feedback from people. We will follow this up at our next inspection.

Some feedback had been sought from staff and clients through questionnaires, however this had not been successful. The manager informed us that staff meetings will offer a place for discussions to obtain feedback and information from informal chats with staff in office will be documented.

**Some progress has been made with this area for improvement however, further methods need to be explored to ensure processes for feedback are embedded. This area for improvement has not been met and will be followed up at our next inspection.**

## Previous area for improvement 2

To ensure that people receive high quality care and support from staff who are skilled and confident in their roles, the provider should ensure that all staff receive a comprehensive induction, and subsequent personalised training plan to address any gaps in knowledge. This includes training relating to people receiving care's specific needs.

**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 2 April 2025.**

### Action taken since then

Feedback from people regarding staff competence was positive.

Staff feedback on induction was also positive. We were told that staff felt well equipped to carry out their roles following induction processes.

Observations of staff competence on visits were positive. There were nice interactions between staff and people and staff were knowledgeable regarding people and their needs.

Records showed that all staff received comprehensive induction when first in post.

Additional individualised training plans had been put in place following induction. This was staff led to identify any additional training required in line with people they were supporting's needs.

Training plan was discussed at supervision sessions so that this was an ongoing process as new clients come on board to ensure staff are supported with any training needed.

Management oversight of all staff training had improved.

**This area for improvement has been met.**

## 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).

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