

Constance Care Ayrshire Housing Support Service

Upper Floor
Sandgate House
43 Sandgate
Ayr
KA7 1DA

Telephone: 01292 880 885

Type of inspection:
Unannounced

Completed on:
25 July 2025

Service provided by:
Constance Care Limited

Service provider number:
SP2003002276

Service no:
CS2019377619

About the service

Constance Care Ayrshire provides a combined support service of care at home and housing support service to people in the towns and villages throughout South and East Ayrshire. The service is a branch of the provider City and County Healthcare Group Scotland.

About the inspection

This was an unannounced inspection which took place on 22, 23 and 25 July 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 37 people using the service and 19 of their family
- spoke with 29 staff and management
- observed practice and daily life
- reviewed documents
- spoke with two involved professionals.

Key messages

- People received reliable and consistent support from a familiar staff team with whom they had positive, trusting and caring relationships.
- People benefitted from personalised and responsive support in addition to good communication and involvement.
- Family members felt involved and well informed, telling us they were very satisfied with the standard of care and support provided.
- Staff told us they felt valued and appreciated by the management team who promoted care and concern for their wellbeing. As a result, staff were highly motivated, achieving positive outcomes for people and their families.
- We found that the service had an effective and well completed self-evaluation tool that was reflective of our findings.

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 very positive about the quality of the service and how they were supported. This was enabled by a consistent staff team and people knew who was coming into support them. Comments included, "I appreciate the excellent care and attention I receive from this service." "The carer I have most of the time goes out of her way to do that extra bit for me because I live alone. Nothing is a bother." "Very happy with staff, so helpful." "I am very happy with my care. The staff are wonderful; they can't do enough for me. They are very helpful if I ask them to do anything for me that I can't do or find it hard to do for myself." "Any concerns regarding service users are dealt with in a timely manner."

Constance Care demonstrates a strong commitment to supporting people's wellbeing through clear, effective communication and prompt action. Staff are highly attuned to changes in individuals' health needs and ensure that this information is shared quickly and appropriately. Office staff then act swiftly to coordinate the right healthcare support at the right time. We heard many examples of when staff had often stayed with people until family members, health professionals, or emergency services arrived providing reassurance and continuity of care.

We observed excellent examples of how the service had enabled people to remain in their own homes, when the alternative was moving into a care home in emergency situations. Constance Care staff worked closely with social work and health professionals increasing support hours, allowing individuals to stay in familiar surroundings. These decisions meant better outcomes for people, thanks to the dedication and compassion of the Constance care team.

Another notable example involved a woman who was able to remain at home rather than move into respite care while her husband was temporarily unavailable. With the support of Constance Care, she not only remained safe and well, but also stayed at home. This meant a lot to the person and her family.

Another lady was supported when in hospital to provide a familiar face and support to communicate. Again, the hard work and flexibility of the team ensured that she was supported on her journey back to full health as she was critically ill. This meant people experienced improved outcomes in line with their choice, wishes and preferences.

We heard many examples of people being supported to enjoy meaningful experiences with the thoughtful support of staff and the wider team. One lady expressed a wish to be able to go out in the car with her husband again. Following an OT referral from Constance Care this was able to happen. This brought joy to this couple to be able to enjoy what others may take for granted.

The service does very well to support people where the package provides that opportunity for time, such as picnics, coffee outings, beach trips, and spending time in the garden. This helps people to thrive and connect with their community. These outcomes reflect the high quality of care provided by the service.

People were supported to maintain as much control as possible over their medication, benefiting from a robust medication management system that follows best practice guidance.

Above all, the service ensures that people are treated with care, compassion, dignity, and respect; including respect for their property. Feedback is actively sought to continuously improve the quality of care and support positive outcomes for people.

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.

We saw that staffing arrangements were right, and staff worked well together to support positive outcomes for people. The service had an effective structure in place for planning, delivering, and continuously improving care. They used an electronic scheduling system to plan and monitor care delivery, ensuring continuity and appropriate visit times.

The electronic system plans and monitors care visits. This system supports the continuity of care, the monitoring of visit times and helps to identify the prompt identification of any inconsistencies that are rectified immediately. This reduces the likelihood of missed visits.

Coordinators used social work assessments and individual support plans to design care visits. Staffing was aligned with needs and preferences, where possible, ensuring the right mix of staff being available at key times.

The onboarding and development of new staff were introduced through shadow shifts, observations and on the job coaching. Following a comprehensive induction staff had refresher training and ongoing monitoring of their development. This took place in the form of regular supervisions, including themed sessions e.g., safe medication management.

Following on from training, senior staff conduct random spot checks and competency assessments; this ensures that staff have understood and adhere to training and on the job coaching.

We saw that the service applied condition-specific training where there was a new need. Overall staff training compliance was recorded as very high. This was enhanced by the continuous improvement culture in the workplace and the focus on staff well-being. This was evident and enhanced the quality of care and also peoples' satisfaction.

Although recruitment remains an issue within the sector, Constance Care focus on staff retention was supported through confidence-building check-ins, positive shadowing experiences and a focus on wellbeing.

People and their families reported very high satisfaction: "Staff are very well trained and know how to do their jobs." "They are the loveliest carers we've met; they are fantastic at their jobs."

The service consistently delivers high-quality outcomes through a person-centred and responsive approach. Overall, the service has a well-structured approach to scheduling and care planning, with a strong emphasis on continuity and responsiveness.

Staff told us that they feel valued and supported by management, contributing to high motivation and positive outcomes. This was married up with the introduction of well-being calls now being made to check in with staff; they commented that they have been a positive addition to how supported they feel. Comments included, "The needs of the staff and service users are met professionally and in a timely manner." "Staff are supported in the best possible way." "The manager is excellent." "They support their workers well and our manager is always available to help should you have any worries or concerns."

We did acknowledge concerns raised by many staff that the 15-minute visits do not align with their values. The service have been clear that it is not sustainable to add more than one area of support, as this puts staff under pressure to support people fully in the short time allocated. It was encouraging to see that the service had continued to be outcomes focussed despite this. They did so by negotiating more time when tasks had been added by external parties.

How well is our care and support planned?

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.

The personal planning process at Constance Care had recently been improved and was working exceptionally well to ensure person-centred, responsive, and high-quality care. Managers and staff used personal plans to deliver care and support effectively; they were highly responsive to the needs of people and were well trained to highlight any changes in the person. We saw how the office team followed that through to get the right support in place as soon as practicable.

Plans contained rich, person-centred information including life history, needs, wishes and preferences. Updated plans offered more detailed guidance on how individuals preferred to be supported. Staff had access to plans both in paper format and digitally via work handsets and the App. People and their families also had access if they wished, this was discussed at six-monthly reviews.

Plans were reviewed regularly and updated as outcomes progressed and/or changed. People and their families were actively involved in shaping their care and support. Six-monthly reviews revisited personal goals and reinforced collaborative working. Personal plans reflected individuals' strengths and promoted independence. Staff recognise and support abilities, not just needs.

Risk assessments were thorough and clearly outlined how needs were managed. Staff were well trained to identify and report changes, ensuring timely updates to plans.

Continued involvement at the end of life ensures trusted relationships support difficult conversations. This meant that high-quality outcomes were maintained through to the end of life.

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
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
3.3 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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.