

Mochridhe Homecare & Housing Support Housing Support Service

Unit 1, Suite 1-4
100 Brand Street
Glasgow
G51 1DG

Telephone: 0141 427 6067

Type of inspection:
Unannounced

Completed on:
24 July 2025

Service provided by:
Mochridhe Limited

Service provider number:
SP2006008297

Service no:
CS2006118959

About the service

Mochridhe Homecare & Housing Support provides a service to older people, adults and young people living with a variety of conditions including physical disabilities, sensory impairment and learning disabilities living in their own homes. The provider is Mochridhe Limited which is part of City and County Healthcare Group Limited.

At the time of the inspection, the service was provided to 66 people living in Glasgow, North and South Lanarkshire and Edinburgh. The support provided to people ranged from a few hours per week to 24 hours a day.

The registered manager oversees the running of the service from the office in Glasgow. The manager is supported by a quality supervisor, care co-ordinator, administrator and team leaders.

About the inspection

This was an unannounced inspection which took place on 22, 23 and 24 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 nine people using the service and 15 of their families
- spoke with 25 staff and management
- spoke with associated professionals
- observed practice and daily life
- reviewed documents.

Key messages

- People were very happy with the service they received.
- People found the service to be approachable and responsive.
- The service paid very good attention to people's health, safety and wellbeing.
- People thought the service they received was very person centred and individualised to their needs.
- People experienced good continuity and consistency of care and could form good working relationships with people supporting them as a result.

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 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 should expect to experience warmth, kindness and compassion in how they are supported and cared for. We observed staff to be attentive and caring, displaying genuine warmth in their interactions. We could clearly see that people were happy and relaxed in their company. It was clear that carers knew people well and had supported them often over a sustained period of time. Staff were very skilled at building meaningful relationships with people and their families. This meant that interactions were personal and meaningful, and that carers knew how to meet people's needs.

People were enabled to get the most out of their day with options to develop and explore their interests and aspirations. This was evident through people's personal plans. This meant people's confidence had been boosted because they had chances to be socially active or given the support they need to participate. New experiences were promoted, and people got the encouragement and support they need to be as active as they could be.

A range of communication techniques was used to ensure that everyone who wished to, could communicate their hopes, aspirations, wishes and preferences. Personal plans sampled were person-centred and detailed what was important to individuals to enable staff to provide safe, effective and consistent care.

Risk assessments were in place which detailed and directed staff on any hazards identified. Training bespoke to people's care needs in areas such as communication, distressed behaviours and moving and handling ensured that people received the right care and support. Staff training with specific healthcare conditions had also been facilitated to ensure that staff were up-to-date with best practice guidance. This ensured that people were being supported by a well-trained workforce.

People's health needs were being monitored and well recorded. Staff understood their role in supporting people's access to healthcare. Staff recognised changing health needs and shared this information quickly with the right people. When health or care professionals were required, the service responded by making appointments and referrals to the correct professional. There were systems in place for staff to provide support with prescribed medication and administration following best practice guidance.

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.

There was a supportive and inclusive approach to involving carers and family members in the planning and delivery of care and support, if this was important to people. Family members told us they were fully involved in the development of plans, risk assessments and care delivery.

The service engaged meaningfully with people and, with consent, their families and those important to them. People with additional communication needs were supported to express their views and receive information in a format that was accessible to them. This approach ensured that they had a thorough understanding of people's views, wishes and expectations.

People were supported to be involved in making decisions about their own lives as far as they were able to do so. Where people lacked capacity to make particular decisions, information about legal powers, such as guardianship or power of attorney, was clear and contained in people's personal plans. This ensured that staff understood what was in place for people and where decision making powers were held and by whom.

The service used Voice of Customer surveys to enable people to express their views about all aspects of care and support. The results we saw detailed that people were either very satisfied or satisfied with the service they or their loved ones received. This was echoed during this inspection where people told us:

"I feel much more settled and content living in my own home knowing that Mochridhe come to provide help."

"I appreciate the friendliness and interest in me that they provide."

"The staff are professional, kind-hearted, lovely and caring."

"Staff are always so respectful of our home and never treat it as their workplace."

"I could not do without the service they provide."

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

How well is our care and support planned?	5 - Very Good
5.2 Carers, friends and family members are encouraged to be involved	5 - Very Good

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Care Inspectorate
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