

Ailsa Care Services West Support Service

Falkirk Business Hub
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Type of inspection:
Unannounced

Completed on:
21 July 2025

Service provided by:
Ailsa Care Services Ltd

Service provider number:
SP2004006718

Service no:
CS2004079450

About the service

Ailsa Care Services West is registered by the Care Inspectorate to provide a Care at Home service. It provides a range of services, from domestic help to assistance with personal tasks.

At the time of the inspection the service supported 113 clients, the majority of them older people.

This service registered with the Care Inspectorate on 1 April 2011.

The service states in their aims and objectives "We will support our service users to live as independently as possible by providing safe, effective and person-centred care of the highest quality respecting the dignity and diversity of both service users and their families as well as all of our colleagues."

About the inspection

This was an unannounced inspection which took place on 16, 17, 18 and 21 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 14 people using the service and ten friends or relatives
- spoke with 18 staff and management
- observed practice and interaction with service users
- reviewed documents.

Key messages

- People found communication with the service to be good
- People thought the staff supporting them were kind, caring and dependable
- People thought the service were flexible in meeting their needs
- People felt involved in the planning and arranging of the support they 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

In this part of the inspection report we considered the following:

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support.

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people.

The service communicated well with people to ensure their needs were met well by them. They met with people prior to delivering a service. People had a review three months after starting the service which gauged if things were working well or if anything needed to be changed. Following this, regular courtesy calls and reviews focused on people's outcomes as supported by the service and whether people's support was effectively meeting their needs. People using the service told us that staff were kind and caring towards them and showed good flexibility to ensure people were safe and well. We saw good liaising with other professionals outwith the service as required to support people's health and wellbeing effectively. One person told us "You could not get better members of staff, I have no problem with them." whilst another said "Ailsa Care provide an invaluable service to our son. Our family simply could not function without it. X would have no quality of life without the support that Ailsa Care provide. It gives him purpose. The staff in both the office and the carer/support workers are all excellent."

People were supported with good attention paid to their wishes/preferences and encouraging people to do things for themselves in order to maintain their strength and mobility. Care tasks make clear what people do individually and where staff should assist them. People's outcomes within care plans were broken down into tasks, paying attention to people's security, to taking their medication to support their overall health and wellbeing, to assisting with personal care so they maintained the level of comfort and hygiene they were used to and to ensuring people's skin was healthy and unbroken.

People were encouraged to eat and drink well in effective ways. People found the service to be dependable, reliable and that their support was provided by regular staff who got to know them well and who they were comfortable with. People said about the staff supporting them "She is absolutely amazing and she is like family", "Everything they do is for me and that means everything" and " They are extremely good and my relative has a great relationship with them." Daily notes reflected the care plan and how the person presents and how they are feeling, although some contained more detail than others. This meant people were supported and cared for sensitively by people who anticipated issues and were aware of known vulnerabilities and frailties.

Staff promoted people's safety and security within their homes in a variety of practical ways. We saw good attention to handwashing when in people's homes to prevent the avoidable spread of infection. Staff were well trained in this regard and effective quality assurance mechanisms ensured consistency and high standards across the whole staff team.

The service responded appropriately to people if they had an accident or an incident occurred and ensured good follow through. One person told us "Overall very happy with the care and support provided. With all support staff and management. Would like to highlight that when (staff member X) was caring for me I disclosed some sensitive information, X reassured me.

Really was very impressed with the way this information was handled. Really blown away with how X handled this. No judgement!! A lot of compassion shown. Excellent value base." However, the service were not always notifying the Care Inspectorate as they should and this was discussed with the manager at feedback. **(See Area for Improvement 1).**

Their digital care system gave a good at a glance overview of people and their current situations. They could update relevant important information very quickly and therefore reduce known areas of risk as far as possible. This helped ensure people's needs continued to be met well, including as their needs changed.

Areas for improvement

1. To ensure the service retains responsiveness to accidents and incidents within the service which may result in significant deterioration in people's health and wellbeing they should review and enact the current guidance regarding statutory notifications to the Care Inspectorate.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 3.21 'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm.'

How good is our staff team?

5 - Very Good

In this part of the inspection report we considered the following:

Quality Indicator 3.3: Staffing arrangements are right and staff work well together

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people.

The service work with people according to an ethos which is aligned with the Scottish Social Services Council codes of practice and the Health and Social Care Standards (HSCS). They had good oversight of staff's registration and ongoing training requirements.

There is a good focus on training staff within the service to meet the needs of the people using it. This included completing a training needs analysis in order to understand better areas in which people using the service would benefit from staff receiving further training in their specific needs, in addition to mandatory training covered at induction and via refresher training. Staff told us the service "Encourages independence in clients where needed. Our manager is extremely supportive to both staff and service users", "High care and compassion", "This service is great at meeting our clients needs and supporting their staff with anything they may need" and "This service is ran very well and takes staff and clients needs into account."

The service had good quality assurance structures in place to support staff to do their job well for the benefit of people using the service. Staff received a spot check shortly after starting work. Spot checks looked at staff's knowledge and practice and also their confidence and comfort levels whilst carrying out tasks. In the longer term these were linked to their ongoing learning and professional development. Staff received regular supervision and an annual appraisal which helped ensure good consistency across the staff team. This meant people were supported by staff who were trained, competent and skilled, were able to reflect on their practice and follow their professional and organisational codes.

People's views regarding the service they received, including the relationship they had with staff supporting them were gathered regularly in a variety of ways. Reviews covered people's experience of the service including the reliability and effectiveness of their support. People's feedback regarding the staff supporting them was very positive. People felt that communication with their support workers was good, that they were treated with dignity and respect and that they experienced a good consistency of care from people who knew them. People are meaningfully involved in the ongoing improvement of the service as information from people's feedback at reviews is collated, analysed and actioned via the service's ongoing improvement plan.

We saw that staff were skilled at forming good working relationships with people and provided support to people with warmth and good humour. People told us "They have turned my life around, wouldn't be here without them", "Caring, good communicators, great help and great with my relative", "They are great- very friendly" and " Brilliant quality staff."

Staff generally thought communication with the office staff was good. Staff had access to an online portal with access to relevant information. Regular meetings had been tabled over the last few months to promote better communication across the whole service.

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 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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