

## Clover Care Scotland Housing Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
14 July 2025

**Service provided by:**  
Clover Care Scotland Ltd

**Service provider number:**  
SP2022000192

**Service no:**  
CS2025000165

## About the service

At the time of the inspection the service provided care at home to older people in East Lothian with its office based in Haddington. The service was offering care and support to 38 people at the time of inspection and almost everyone supported were older people. The service was registered with the Care Inspectorate on 21 September 2022 and the provider is Clover Care Scotland Ltd.

## About the inspection

This inspection took place on 10 and 11 July 2025 after 24 hours notice to the service. The inspection was conducted by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service, this included previous inspection findings, information submitted by the service and intelligence gathered.

We evaluated how well people's health and wellbeing was supported and their personal plans as well as the quality of staffing.

To inform our evaluation we:

- spoke with three supported people and nine relatives
- spoke with six care staff and two managers
- received seven care service questionnaires
- had contact from one professional working with the service
- observed how well care staff supported people
- visited the office to see how it was run
- reviewed documents and electronic records.

## Key messages

- People were very satisfied with the quality of the care and support received.
- People experienced a consistent staff team who knew them well.
- Staff interacted warmly and respectfully with people and were able to assist people who were anxious in a caring and calming way.
- The planning of the support visits was organised and significantly late or missed visits were not an issue.
- Staff were well supported by observing staff competence, attending team meetings and face-to-face supervision sessions.
- People's personal plans had been completed but some were not up to date.

## 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?	4 - Good
How well is our care and support planned?	3 - Adequate

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 evaluated the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

Staff interacted warmly and respectfully with people and knew their history, routines and preferences. People did not feel rushed by staff and were supported to communicate in a way that was right for them, at their own pace. Staff would assist people who were anxious in a caring and calming way. This meant people could build trusting relationships at the service.

People experiencing care said:

"I'm getting very good care, they look after me very well,"

"They are very kind and very caring and want to help."

Relatives' comments included:

"The pace is right, approach is right, friendly, nothing any bother,"

"They are kind and they listen to him and have conversations,"

"We have been consistently supplied with high quality and friendly care,"

"I am always kept fully informed by Clover Care of any issues."

Care and support were carried out in a dignified way with personal preferences respected. Techniques used to assist people to mobilise were undertaken in a safe and reassuring way. We observed and people told us that staff used gloves and aprons appropriately. People were asked what they wanted to eat and meal preparation was competent. Staff cleaned and tidied up after themselves. Medication administration was organised with regular audits by management and appropriate training for staff. This ensured that people experienced safe and effective medication.

## How good is our staff team?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the staff training and support.

Staff recruitment processes were thorough. Staff reported good support available from their managers which were easily accessible. There were frequent quality checks by management about observing staff competence in people's homes. Staff had face-to-face supervision regarding their performance and development as well as regular staff meetings to assist with effective communication. This ensured people experienced good quality care and support based on relevant guidance and best practice.

The planning of the care visits was organised and significantly late or missed visits were not an issue. Supported people and relatives had electronic access to the daily care notes and real time information regarding visiting care staff. However, people were not always being informed, in writing, the visit times and how long they were. Staffing arrangements worked well with no agency staff being used, therefore people experienced a consistent care team. We observed that staff worked together well, in a positive and engaging manner. Staff had time to provide support with compassion and engage in meaningful conversations. This ensured people benefited from a warm atmosphere because there are good working relationships.

People experiencing care said:

"They are not rushing me, I have enough time for the tasks that need doing."

Relatives' comments included:

"It is a small team and I have met all the carers, she doesn't get anyone she doesn't know,"

"They are very reliable and always very cheery,"

"I have been really pleased with it, everybody is pleasant and carry out tasks very well,"

"If there is anything not quite right, they are happy to take onboard the feedback."

## How well is our care and support planned?

## 3 - Adequate

We evaluated the service as operating at an adequate level for this key question. There were a number of strengths and improvements needed with personal planning.

People's personal plans detailed each area of care, for example, communication, these had been completed but some were not up to date. There needed to be more focus about what people consider is important to them and the related outcomes they wanted to achieve. Personal plans needed to be regularly audited by managers to assist improvements in quality and accuracy. Six monthly reviews of personal plans, as required by legislation, were taking place with supported people and their relatives. This was to make sure that everyone had the opportunity for their views to be heard; however new information from the reviews was not being added consistently to the existing personal plans. The service needs to ensure that personal plans remain right for people as their needs change. See area for improvement one.

### Areas for improvement

1. The service should ensure that all service users have an up to date personal plan.

In order to achieve this the service should undertake the following:

- a) Personal plans to accurately reflect all health and wellbeing needs with detailed and clear information about how people are to be supported.
- b) Personal plans to be regularly audited by managers to assist improvement in quality and accuracy.
- c) Undertake reviews of personal plans every six months. The service should ensure that supported people are meaningfully involved in developing and reviewing their personal plans and involve people who are important to them.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17).

## 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).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	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?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How well is our care and support planned?	3 - Adequate
5.1 Assessment and personal planning reflects people's outcomes and wishes	3 - Adequate

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