

Here2Care Housing Support Service

46 Victoria Street
Kirkwall
KW15 1DN

Telephone: 01856 872 438

Type of inspection:
Announced (short notice)

Completed on:
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Service provided by:
Age Scotland Orkney

Service provider number:
SP2017012871

Service no:
CS2017355764

About the service

Here2Care operates under Age Scotland Orkney. It is registered to provide services for adults living in their own home.

The service currently operates from Mondays to Fridays from 08:30 until 17:00. It aims to provide person-centred, personal and practical support for adults throughout Orkney, enabling people to continue living in their own homes.

About the inspection

This was a short notice announced inspection which took place between 26 June and 1 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 ten people using the service and four family members
- Spoke with five staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals
- Reviewed feedback from questionnaires sent out before inspection

Key messages

- The care and support provided made a big difference to people
- People and family members were respected and fully listened to
- Decisions were made collaboratively between people, their family members and the service
- Very positive comments were made about staff
- The service aimed to make sure staff were informed, skilled, motivated and happy in their role
- The service paid close attention to quality assurance, checking what was provided suited people
- The management team were seen as very much in touch, responsive and pro-active
- The service was flexible and innovative in meeting people's needs and wishes

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?	6 - Excellent
How good is our staff team?	6 - Excellent
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?

6 - Excellent

We evaluated that this service supported people's health and wellbeing to an excellent standard. It supported outcomes and experiences for people which were consistently of a very high quality. People can be confident that the service will sustain this excellent level of support and care.

People, or their representatives, always felt that their care and support needs were fully discussed with them. Discussions were meaningful. They decided with the service what they wanted from the care and support and how it can be provided. Staff members had sensitivity and insight into people's wishes and needs. People fully trusted the service and were respected at all times.

People felt they were always treated with understanding. What was important to them was asked about. Their abilities and independence were recognised and taken into account when deciding on the support and care. People got on with their lives and found the service made a big difference to them. It made their day and week more enjoyable and manageable.

The support and care was provided in a relaxed way, at the person's pace. People's personal preferences and wishes were known and followed by staff. People experienced warmth and compassion.

People's health and wellbeing needs were suitably responded to. People had very consistent staff members who knew their needs and wishes very well. Staff were able to see if something was not usual for someone and would ask appropriate questions, take supportive action and gain help and advice if needed. People can trust that they will get high quality support for their health and wellbeing. People were supported to keep safe, well and content.

The service had made excellent working relationships with other key agencies. They worked very collaboratively with other agencies, such as the NHS, council and other local resources, to achieve the best outcomes for people. Timely and effective communication assisted people in keeping well and healthy.

The service had excellent internal communication methods to make sure all staff and management had the right information. This was used very well. People had staff that were knowledgeable and who kept up to date with their needs and wishes, including any changes.

Management and staff were open to new ideas. When something was needed to be developed or introduced in response to people's needs, the service would give options full consideration. There were a number of examples of where the service had been innovative, for example, introducing a staff member for 'post diagnosis support' when someone was diagnosed, or very likely to be, with dementia. This, and other examples, showed a responsive and strong willingness to ensure people had the right support available to meet their needs and wishes. People benefitted from a service that was responsive and innovative.

The service considered the local rural and island context and the challenges there could be. Technology was used effectively, for example, offering 'cognitive stimulation sessions' in an on-line way, as well as face to face groups.

How good is our staff team?

6 - Excellent

We evaluated this as excellent. Staff arrangements were right and staff worked really well together. People reported that they were very happy with their staff members. Staff had a warm, friendly manner and were very able to put people at their ease.

Staff understood their role. There was not one mention of any concern about staff. People found staff to be kind and considerate. They were praised for their bright, positive manner and cheerfulness. People trusted and had very high confidence in their staff members.

Some comments from people were:

- 'Every confidence in them...absolutely delighted, first class.'
- 'Excellent. Staff are versatile.'
- 'Kindest of people. Make such a difference to me.'
- 'They're all nice, kind. They don't rush me.'

Staff worked in safe ways. They followed all the guidance provided and had all the necessary training for supporting people, including, for instance, how to assist people to move when they had limited mobility. Risk assessments were in place when needed and staff knew these and what to do for different people's care and support. People were able to keep safe and well as much as possible.

Staff always arrived on time for their visits. They made extremely good use of their time and made sure people got the most practical and wellbeing benefit from the support provided. As an example, if it was a shower support visit, this happened, and then the staff member would spend quality time with the person talking about their interests and news. People's health and wellbeing benefitted from the care and support.

Staff were recruited following safe procedures. Once in post, they receive a range of suitable training and guidance. Training was also developed to respond to new situations that arose. Training equipped staff to be competent, skilled and knowledgeable. Staff had confidence when supporting and caring for people. People were aided to keep safe, healthy and content.

Some training provided was to enable staff to have a awareness of the wider resources available in the community for people. This was the case, for example, when staff learnt about 'warmworks'. This type of learning meant staff were able to identify and signpost people to other resources that could make a difference to their general health and wellbeing.

As well as training, staff had undertaken Scottish Vocation Qualifications (SVQs) in social care. They also received very regular supervision meetings to discuss matters and at other times practical supervision to confirm their safe and skilled practice. Teams meetings and other opportunities for staff to come together were arranged by management. These were well attended and reported as aiding staff's knowledge and practice. People can be reassured staff were given appropriate help and guidance so that they can provide care and support to a high standard.

There were various opportunities for staff to provide other forms of support as well as the regular care and support visits to people's home. A couple of examples were, visiting people each week whilst they were in hospital to maintain continuity of contact and another was providing 'cognitive stimulation therapy' sessions to aid memory and thinking skills. Again, aiding people's health and wellbeing.

Management were always available for staff. Any queries were quickly answered and any need for management help was responded to promptly and positively. Management understood challenges that staff could experience, were alert to any positive actions they could take, including promoting good mental wellbeing resources. Staff felt management would be there for them and felt appreciated and valued. Staff being well organised and supported enabled them to focus on people and their needs and wishes.

Management had different, formal ways, including hearing from people, for assessing how well staff were providing care and support. This quality assurance focus also helped to make sure all was well both for staff and people.

How well is our care and support planned?

5 - Very Good

We evaluated this area as very good. There are major strengths in the assessment and care planning undertaken. This supports positive outcomes for people. There are very few areas for improvement. Those that do exist will have minimal adverse impact on people's experiences and outcomes.

People's need and wishes were fully discussed with them and the service was very clear as to what support it was able to provide. People had review meetings on a regular basis to check all continued be okay or if any changes to the care and support were needed. People were very happy with these meetings. People were helped to keep well and safe.

The service communicated and gained information from other agencies when appropriate and necessary to ensure positive and safe care and support. This supported very positive outcomes and experiences for people.

The service strove to be flexible and would adapt its provision of care and support to meet a person's needs and wishes whenever possible and suitable. People appreciated the service's ability to be adaptable. People got the care and support they wanted.

Staff recorded their visits well. Information for people was kept up to date and relevant. Communication between staff, management and others took place to aid quality care to happen. People can trust staff have the right information for their care and support.

There were many positives in the assessment and care planning practice and recording at this service. However, we discussed with management some aspects that could also be improved. This included having people's care and support information presented in a more person centred fashion. As an example, we discussed how some people could have benefitted from having photos of staff members. Occasionally, on care plans it could be noted that a person had a diagnosis of a health condition, and whilst it would not directly change how service was provided, having a short but more detailed description as to how that condition may effect them could have been of benefit. A third point was some files at home had out of date information. This did not impact on the care and support provided but best practice would be to audit files and remove older information in case it led to confusion of some sort for staff or others.

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent
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

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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