

Nurse Call Support Service

3 Pilmuir Holding
Pilmuir Road
Newton Mearns
Glasgow
G77 6PS

Telephone: 0141 639 1802

Type of inspection:
Unannounced

Completed on:
5 August 2025

Service provided by:
Nurse Call Ltd

Service provider number:
SP2023000454

Service no:
CS2023000378

About the service

Nurse Call is registered to provide a care at home service to adults and older people living in their own homes in East Renfrewshire, Glasgow, Ayrshire and South Lanarkshire.

The provider is Nurse Call Ltd, who also operate a nurse agency. The service supports people with physical disabilities, various health conditions, and cognitive impairment. The hours and type of support a person receives is determined by a needs assessment. This may include support with medication, personal care, nutrition, and socialisation. There were 22 people being supported by the service at the time of inspection. Nurse Call aims to support people to achieve their own personal objectives by providing high quality, safe and compassionate care that meets needs and promotes rights, with a person-centred approach.

About the inspection

This was an unannounced inspection which took place between 4 to 5 August 2025 between 07:00 and 17:30. One inspector carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with five people using the service and three of their friends and family members
- spoke with six staff
- spoke with three external professionals
- observed practice and daily life
- reviewed feedback from four pre-inspection questionnaires from people using the service, family members, professionals and staff.
- reviewed documents.

Key messages

People receiving support, and their families, were very happy with the service.

Nurse Call services of care at home and nurse agency work collaboratively to ensure a seamless care journey.

People using the service received high quality and consistent care and support.

People were supported to achieve good outcomes that were meaningful to them.

People and/or their families worked in partnership with the service to create their detailed and personalised support plans.

Management and staff worked together to support people to achieve their goals.

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

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 this key question as excellent, as the service demonstrated a track record of effective practice and very high-quality care.

Staff consistently upheld the Health and Social Care Standards, creating a culture of respect, warmth, and commitment to high-quality care. Nurse Call made a meaningful impact by helping people achieve their personal outcomes and maintain independence through positive risk-taking. The service embraced the Care About Physical Activity (CAPA) approach, encouraging individuals to engage in daily tasks such as moving around their home and eating independently with staff support. Staff have shown initiative by developing dementia resources to help both staff and families. Feedback and our own observations confirmed the service's excellence in delivering care that enhances and prolongs people living at home. Families shared heartfelt praise, describing staff as 'diamonds' one person told us, 'The care is first class, and I couldn't ask for more, they give me peace of mind'. Relatives also commended the team's responsiveness and strong communication. We observed management offering compassionate support and a safe space to families outside of Nurse Call who sought advice. This reinforced the service's inclusive approach and its role as a trusted point of contact for the wider community.

Staff's skills, knowledge, and rapport promoted trust and strong relationships, leading to excellent outcomes for people. Individuals participated in creating videos that were shared with family and friends, featuring content such as cooking demonstrations, personal values, and care preferences. One relative shared, 'Staff invest in the person and genuinely care', which was evident in our observations. Another person told us, 'Staff sometimes come and have their lunchbreak with me as they know I don't get many visitors this brightens my day'. One professional told us, 'Staff have sound knowledge and understanding of the clients they support, and report changes appropriately'. We saw dedicated, caring staff who were warm, friendly, and respectful in their approach. Conversations with staff showed a clear person-centred focus in everything they did. They demonstrated competence in their roles and were supported by management to continue developing their skills, ensuring people's health and wellbeing were consistently maintained.

The service met people's health needs effectively. People's health was maintained and improved through support to manage nutrition, continence, and skin integrity. There was excellent practice in the management of people's medication. Medication paperwork was audited monthly, with daily medication counts conducted for each individual receiving care. We observed clear communication, appropriate support, and robust recordings when medications were given. Staff encouraged people to be as independent as possible, provided more thorough support when needed, and liaised with health professionals when any issues around medication arose. This evidenced that Nurse Call staff promoted people's health and wellbeing.

Staff received competency-based training in specialist areas such as catheterisation, bladder washouts, medical observations, and taking blood samples, which were delivered to a high standard by an external provider. Regular practice observations ensured skills remained current and aligned with the service's policies. These advanced capabilities enabled timely medical interventions without relying on external referrals, benefiting both individuals and healthcare professionals by reducing pressure on other services. The service shared an example where they provided a tailored care package for someone with complex medical needs that no other provider could support. This holistic approach ensured both medical and social needs were met, giving people confidence that they were cared for sensitively by staff who anticipate and plan for vulnerabilities and frailty.

Comprehensive needs assessments were undertaken to establish people's life history, needs and wishes. Every person supported by the service had a personal plan, known as a care plan. Care plans contained detailed information on people's physical, mental, and emotional health and future care arrangements. A recent referral for someone requiring palliative care was a great example of future planning. As staff had specialist training, the person was able to return home and continue receiving care in their own bed, as outlined in their anticipatory care plan. Care plans provided staff with clear guidance on how to support people effectively. Plans were personalised and focused on what the individual needed and wanted to achieve from their support, which demonstrated the person-centred nature of the service. There were comprehensive risk assessments, and specific tools such as the Herbert Protocol, which reduced the risks of harm to keep people safe. Care plans were regularly reviewed with individuals, families, and professionals where appropriate to ensure they remained accurate and inclusive, giving people a voice in their care.

There was overwhelmingly positive feedback about the service's professionalism, values, and ability to meet people's varied and complex needs. One person told us, 'I feel seen, even if I am no longer able to get out of my home I am still connected to my community'. A professional shared, 'Nurse Call are proactive, positive communication and supportive'. Staff showed compassion by writing letters of kindness which brought joy to those they support. People spoke fondly of this saying 'It was really special, and it brought me so much joy'. We concluded that people who used this service experienced very positive outcomes in a service which operated to a very high standard.

How good is our staff team?

6 - Excellent

We evaluated this key question as excellent, as the service demonstrated a track record of effective practice and very high-quality care.

People could be confident that staff were recruited safely in line with national guidance with appropriate checks, references, and professional registrations. Training was comprehensive, combining in-person sessions, e-learning, and self-development, with regular refreshers and observed practice to maintain high standards. A professional told us, 'Collaboration with Nurse Calls agency enhanced specialist skills, particularly in palliative, dementia care, catheter care'. This unique approach strengthened staff competence and enables staff to reflect on their practice and follow their professional and organisational codes.

All staff received training appropriate to the needs of the people they cared for. This ensured staff continued to have the skills to meet people's changing care needs. One professional shared, 'Management promote training and encourage their staff to reach their full potential'. Development opportunities enabled progression into senior roles, and office staff also accessed carer training, enhancing flexibility and skill-sharing.

The service understood the importance of matching staff to people along with consideration of compatibility and continuity of care. Staff were able to access their schedules through a digital app one month in advance. We found there was effective management oversight to monitor any staff shortages and a commitment to regularly reviewing the staffing arrangements. The service had a safe staffing policy and carried out monthly audits to ensure safe staffing levels were maintained. This meant the right number of staff with the right skills were working at the right times to support people's outcomes.

People should expect a service where there is effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people. We saw evidence of regular team meetings and staff supervision. This created regular opportunities for staff to get together to discuss the service and their own developments. We observed an open-door policy for the office where staff would regularly come in to chat with managers and colleagues. Staff also had access to a group chat where they were able to check in or get advice from colleagues at any time. Staff reported this was good for staff morale and wellbeing as they felt always connected. Staff always had access to the office hub, this was a welcoming, warm environment which gave staff a protected space to have some downtime and connect with colleagues. These practices encouraged collaboration, boosted morale, and helped staff continuously improve outcomes for the people they support.

Staff wellbeing was central to the service, with regular events and celebrations boosting morale. Staff have access to healthcare benefits should they wish additional support with their own health and wellbeing. A suggestion box allowed staff to nominate each other for recognition, with rewards like weekend stays or management covering shifts. This is something that all staff will be able to benefit from. Staff felt valued, which increased motivation and led to thoughtful gestures such as spending lunch breaks with clients or helping on days off to set up TVs or internet access. These acts of kindness reflected staff dedication and strengthened connections, enhancing people's wellbeing.

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

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.