

Eilean Dubh Home Care Support Service

Glentire
Culbokie
IV7 8JH

Telephone: 07830 374 515

Type of inspection:
Unannounced

Completed on:
4 August 2025

Service provided by:
R & B Solutions Limited

Service provider number:
SP2020013609

Service no:
CS2020381764

About the service

Eilean Dubh Home Care provides a support service to adults in their own homes and community. At the time of the inspection the service was providing support to approximately 40 individuals.

About the inspection

This was an unannounced inspection which took place between 29 July and 4 August 2025. One inspector from the Care Inspectorate carried out the inspection.

To prepare for the inspection, we reviewed information about the service which included previous inspection findings, registration information and information submitted by the service.

In making our evaluations of the service we:

- visited ten people receiving a service and two of their relatives;
- considered feedback from two partnership agencies;
- reviewed returned electronic questionnaires;
- spoke with staff and management; and
- reviewed documents and records.

Key messages

Staff were kind and caring when supporting people.

People benefited from small, consistent and flexible staff teams.

Staff informed the right people if there were changes to people's health.

There needed to be more robust quality assurance systems.

Supervision and observation of staff practice needed to be happening more regularly.

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 leadership?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	4 - 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 have evaluated this key question as very good. An evaluation of very good means there are major strengths in supporting positive outcomes for people. There are very few areas for improvement.

People experienced care and support with compassion because there were warm, encouraging and positive relationships between staff and people they supported. Staff took time to chat with people and kept them updated about community events. This helped people feel less isolated and better connected to the local community.

People told us they really enjoyed staff coming to visit and they did not know how they would manage without them. A number of people highlighted that staff always checked if there was anything else they could do before they left. This reassured people that there was someone there who cared about them and was willing to help them. Some of the comments we received included:

"The carers always check if there is anything else they can do. They are great. They take time to listen to me and make sure everything is OK."

"The staff are polite, respectful and good at listening and taking instructions."

"Communication is great and I have no worries my relative is well cared for."

There were professional working relationships with partnership agencies. Health professionals confirmed staff recognised changing health needs and shared this information quickly with the right people. Staff followed advice and guidance given by health professionals. This meant people's health needs were promoted and managed appropriately. Some comments from people we spoke with included:

"There is good communication if staff are worried about my relative's health."

"Staff identify changes to people's health quickly and ask for the right advice."

People were supported safely with their medication. Staff were competent when supporting people with their medication as they had had the right training.

How good is our leadership?

4 - Good

We have evaluated this key question as good. An evaluation of good means there are a number of important strengths which, taken together, clearly outweigh areas for improvement.

It's important that people feel safe and listened to if they raise concerns or complaints. People felt confident raising complaints/concerns. They were confident any concerns would be dealt with promptly and appropriately.

The manager was in regular contact with people. This allowed her to check that people were satisfied with the service and if any changes were required. All the people we contacted found the manager supportive and approachable. This promoted an open and transparent culture. Some of the comments we received included:

"If I was not happy I would be the first to complain, I have never had any complaints."

"If I had any worries I would phone the manager, I feel well supported as a team member."

"I would give the staff 10 out of 10, they are fantastic."

Due to particular challenges within the service, the manager had to spend more time than expected providing direct care. This meant the process of self evaluation including quality assurance had not been given the attention it required. Self evaluation is really important as it allows the provider to formally check people are benefiting from a person centred service that is right for them (see areas for improvement 1 and 2).

Areas for improvement

1. To ensure person centred care and support remains of a good standard, the provider should undertake a process of self evaluation. This should include views of all stakeholders, resulting in a service improvement plan that is reviewed regularly.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11); and

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

2. The provider must ensure there is capacity for the leadership team to focus on service improvements and self evaluation. This should include regular management and leadership meetings.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11); and

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

How good is our staff team?

4 - Good

We have evaluated this key question as good. An evaluation of good means there are a number of important strengths which, taken together, clearly outweigh areas for improvement.

There were small consistent staff teams that promoted person centred care. People had built relationships with staff and felt safe and happy with them. Staff were kind, caring and there was good rapport between staff and the people they were supporting. People felt comfortable when staff were supporting them.

Staff were flexible and responsive to people's needs. This meant changing needs could be met in a person centred manner. There were no missed visits, and people were given notice if staff were running late (this was rare). This reassured people and their families that support would be provided at the expected times, with staff they were comfortable with.

Staff felt well supported and that there was always someone there to help them. They all enjoyed working for the company and felt valued and supported. There was a feeling of 'team' and that they all helped each other out; this all promotes an open, transparent and positive staff culture. Some of the comments we received included:

"It's the same staff. I really look forward to seeing them and I feel better after they visited."

"Staff turn up on time and I have a small staff team, I have no concerns."

"The carers are very flexible, they are hardly ever late but if they are they phone us. We are very happy."

We had made two areas for improvements at the last inspection in relation to staff training and formal staff supervision and appraisals. Staff had undergone priority core training and we were confident the remaining core training would be progressed as a priority. We concluded the training staff had undertaken allowed them to do their jobs competently and safely.

In regard to staff supervisor and appraisals, there had been some progress but this was not sufficient for the area for improvement to be met. We will adjust the area for improvement in light of this (see area for improvement 1).

Areas for improvement

1. To ensure people are receiving person centred care, the provider should continue implementing formal staff supervision and observations of staff practice.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).

How well is our care and support planned?

4 - Good

We have evaluated this key question as good. An evaluation of good means there are a number of important strengths which, taken together, clearly outweigh areas for improvement.

Care plans reflected people's needs and the way they wanted to be supported. Care plans were proportionate to care and support needs. For example some people only required help with mealtimes, thus the care plan focused on this. Other people required more in-depth support thus the care plans reflected this. People and their families were actively involved in care planning and reviews.

When we observed staff providing care they did this in line with people's wishes and choices. This evidences staff knew how to support people in line with their care plan. Some of the comments from people we spoke with included:

"The carers listen to me and do things the way I like."

"The carers know how I like my hair washed and how I like my sandwiches made, this makes me happy."

"Yes we have regular reviews when we talk about how things are going."

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

So as staff are providing safe care in line with good practice guidance, there should be a formal system in place to ensure staff complete mandatory training within the expected timescales. This at a minimum should include; moving and assisting, infection prevention and control, food hygiene, safeguarding and medication. Staff should be given time and support to undertake expected training in a timely manner.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).

This area for improvement was made on 20 January 2025.

Action taken since then

The area of improvement has been met. See key question 3 for further information.

Previous area for improvement 2

To allow staff to reflect on their practice and as part of their registration requirements, staff should be receiving formal supervision and appraisals. The provider should review their current staff supervision policy so as it reflects good practice.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14) and 'I use a service and organisation that are well led and managed.' (HSCS 4.23).

This area for improvement was made on 20 January 2025.

Action taken since then

We have adjusted the area for improvement as some progress had been made. See key question 3 and area for improvement 1.

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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - 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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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