

Carman Care Housing Support Service

170 Main Street
Renton
Dumbarton
G82 4PE

Telephone: 01389 753 442

Type of inspection:
Unannounced

Completed on:
4 August 2025

Service provided by:
Carman Care

Service provider number:
SP2004004439

Service no:
CS2003053854

About the service

Carman Care offer housing support and care at home services within a sheltered housing complex to older people and people with medical conditions and more complex needs. The provider also extends their support to older people who live in the wider community offering services such as shopping, prompting of medication and personal care. There were 90 people being supported by the service at the time of our inspection.

The provider aims to support people to live independently and to achieve their life outcomes.

About the inspection

This was an unannounced inspection which took place on 29, 30 and 31 July 2025, between 11.30 and 18.40 hours.

The inspection was carried out by two inspectors 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 21 people using the service and eight of their family members.
- We spoke with 11 staff and management.
- We observed practice and daily life.
- Reviewed documents.

Key messages

- People felt safe, respected and well cared for.
- Meals were tailored to individual needs and preferences.
- Staff worked well together to ensure that support was consistent and responsive.
- Care plans were personal and outcome-focused.
- Staff wellbeing was actively supported and staff felt valued and confident in their roles.

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 |
| 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?

5 - Very Good

We evaluated this key question as very good as we found significant strengths in how the service supported people's health and wellbeing through consistent, person-centred care.

Staff built strong relationships with people through warm, friendly interactions. People told us they felt emotionally supported, especially when dealing with anxiety, recovering from illness, or facing mental health challenges. Staff acted quickly when they noticed signs of distress or self-neglect and contacted social work when needed. One person commented 'They're really good and get it right. Delighted with them, no faults.' This showed a caring and protective approach.

Physical and social wellbeing were supported through activities like chair exercises, yoga, and wellness groups. The presence of a wellness dog added emotional comfort and companionship. Care plans included mobility goals and were reviewed regularly. Meals were tailored to individual preferences and dietary needs and people were given the choice to take their meals in the dining room or in their own flats. Feedback was used to improve menus, and the introduction of home baking was popular. These efforts helped people stay active, healthy, and socially connected.

Staff supported people with medication safely and respectfully, and infection control procedures were followed consistently. PPE (personal protective equipment) was used correctly, and laundry tasks were handled with care. Domestic support was adapted to each person's needs, helping them maintain independence while receiving the right level of help. People also took part in outings, wellness events, and casual chats, which added to their sense of wellbeing.

People who received care in the community gave very positive feedback, especially about staff consistency and punctuality. Staff were attentive and responded quickly to changes in their health. One person commented 'Carman are very, very helpful and go the wee extra mile.'

The service prioritised personalised care, safety, and staff morale, helping people feel respected, supported, and safe.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good because we found significant strengths in how well staff worked together, and how staff wellbeing was actively supported to help them deliver high-quality, person-centred care.

Some people living in the complex had recently moved to a new care provider but Carman Care still supported them with non-personal care and help around the house. Even though service hours had been reduced, the team continued to show strong commitment to people and worked flexibly to meet people's needs.

Staff were well trained and supported. Records showed that all training was up-to-date, including important topics like moving and handling, medication awareness, and person-centred care. New staff worked alongside experienced colleagues before supporting people on their own, and there were plans to improve how training was tracked using a new digital system. This meant that people were supported safely by staff who were skilled and understood their needs.

Staff worked well together and supported each other. They were seen chatting with residents and supporting each other, helping to create a relaxed and friendly atmosphere. Staff covered shifts at short notice, worked in pairs when needed for safety, and even volunteered at activities like bingo nights outside their normal hours. These actions demonstrated a caring and close-knit team.

Staff wellbeing benefitted through team activities like walks, games, and self-defence classes. A wellbeing board offered monthly tips, and staff were recognised through an 'Employee of the Month' award, with certificates and small prizes. Staff said they felt supported by their managers and colleagues. Spot checks were carried out and feedback was given to help staff improve. Newsletters and feedback helped staff stay informed and involved. This approach contributed to consistent and compassionate care.

How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good because the service showed strong commitment to providing personalised care and support to enable people to achieve meaningful goals.

Care plans were detailed and person-centred, including individual histories, interests, and lifestyle preferences. This helped staff understand each person's story and provide support that felt personal and respectful. A new wellness folder was being introduced to sit alongside care plans, offering quick insights into what mattered most to each individual. This helped staff connect more easily with people and understand their emotional needs as well as their physical needs.

People benefitted from outcome-focused planning. Care plans included goals such as improving mobility and maintaining a healthy lifestyle, while wellbeing plans contained specific goals such as wishing to help set tables in the housing complex or requesting new resources such as a sensory room. These plans showed that care was designed to help people participate and feel fulfilled in their daily activities.

Formal six monthly reviews were carried out, supported by informal check-ins and feedback from people living in the housing complex. This helped keep plans up-to-date and responsive. For people receiving care in the community, schedules and care plans were provided by the local authority and some visits could be one off or irregular. Other people were supported more regularly by the service and staff were matched with people they knew. This demonstrated a commitment by the service to maintain continuity of care wherever possible.

Some care plans could be improved by adding missing details like photos or clearer tracking of progress towards goals. Various review methods were used which meant that information was sometimes duplicated. Streamlining the review process and ensuring consistency across all plans would help strengthen the service's approach.

Overall, care planning reflected people's needs and wishes well. It blended structured reviews with everyday engagement, helping staff stay attuned to what mattered most to each person and ensuring support remained personal, respectful, and outcome-focused.

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

The service should provide an overview of staff training in order that there are assurances that all staff are provided with up-to-date training.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

This area for improvement was made on 17 March 2023.

Action taken since then

The service provided an overview of staff training for both community and housing complex teams. All training was up to date, and a tracker with a traffic light system was used to highlight upcoming training needs. Staff were expected to complete two to three modules each month, and training was discussed during supervision. Mandatory modules were completed during induction, with no issues around compliance.

To further enhance the matrix the service acknowledged that adding baseline dates would help distinguish between refresher training and initial elearning modules.

This area for improvement has been met.

Previous area for improvement 2

When accidents and incidents are reported the service should provide a written follow up of any action taken in relation to this.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

This area for improvement was made on 17 March 2023.

Action taken since then

The service has made positive progress in responding to accidents and incidents, with written follow-up actions recorded where appropriate. A structured audit framework supports tracking of key details and actions, including care plan updates, AP1 notifications, and contact with external agencies.

This area for improvement has been met.

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 |
| 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 |

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.