

CERA – Central Scotland Housing Support Service

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Type of inspection:
Unannounced

Completed on:
14 August 2025

Service provided by:
CERA Care Operations (Scotland)
Limited

Service provider number:
SP2009010680

Service no:
CS2010250092

About the service

CERA Central Scotland provides support to people living in their own homes across North Lanarkshire, South Lanarkshire and West Lothian. The care and support is tailored to individuals and can include personal care and support with medication.

The service operates out of a base in Coatbridge.

The provider is CERA Care Operations (Scotland) Limited.

About the inspection

This was an unannounced inspection which took place on 12, 13 and 14 August 2025. The inspection was carried out by two inspectors from the Care Inspectorate.

The inspection was supported by an inspection volunteer. Inspection volunteers are people with experience of using care services or who have cared for someone who has used care services. Further information is available on the Care Inspectorate website.

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 12 people using the service and eight family members
- spoke with 11 staff and management
- heard from two social care professionals familiar with the service's work
- reviewed documents.

Key messages

- Most people supported by the service were very happy with staff, consistency and standards of care.
- A small number experienced care visits at inconsistent times and regular staff changes
- Staff were committed to their work and well supported.
- Training for staff was comprehensive and relevant to their work.
- Support plans were generally good but needed some slight improvements.

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?	4 - 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?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People and family members were overwhelmingly positive about frontline care staff. They told us they were respectful, patient and competent in their work. Most people mentioned they enjoyed chatting and having laughs with staff.

The majority of people said they were supported by staff who they knew and knew how best to provide assistance. Staff arrived at the expected times and had sufficient time to complete their work. A small number of people had different experiences of the service. This group mentioned not knowing who would be visiting them or what times they might come. The service is committed to improving consistency for all its service users.

Generally, people were able to build trusting relationships with care staff. This contributed to people being confident that essential support would be delivered by staff familiar with them, their support needs and their preferences on how they wanted to be helped.

Support plans gave staff important information about people's health conditions. Where a person requiring support had health conditions not covered by the service's training additional training was provided for specific staff. This included areas like acquired brain injuries. This meant care and support was tailored to the needs of the individual and was more likely to result in positive outcomes for people.

Comments made by people supported and their families included:

'They're very kind and patient and know what they're doing.'

'I think they are all extremely nice and competent.'

'Great, very caring.'

'Generally consistent but can be a bit erratic.'

'Usually the same staff.'

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

A number of staff as well as people supported by CERA Central Scotland and their families commented positively on recent management changes. Staff said they were better supported and felt more like being part of one team. People and families said there had been improvements in the levels of consistency of care visits.

The service had a number of systems in place to improve outcomes for people, monitor efficiency and improve. These included identifying staff who required additional support and guidance to fully comply with their responsibilities. Regular monitoring of how people were supported with medicines, including accurate recordings took place. We saw evidence of issues or concerns being followed up to avoid avoidable errors taking place. This helped ensure people were supported safely and competently with this important aspect of their lives.

On a regular basis, the service monitored a range of areas like staff punctuality, staff understanding of infection control. The views of people supported were routinely gathered. This approach provided information on what was working well and what could be done differently. The service's improvement plan was used to measure progress on key improvement areas.

The service had had few complaints since our last inspection. From the complaints we reviewed together with feedback given by people supported and families, we were satisfied that concerns and complaints were treated appropriately, with people being listened to and a with a commitment to look for lessons to be learned.

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Office-based staff and frontline care staff told us they enjoyed their work and felt well supported by local management. Some had spent time with other care organisations and spoke about the more positive differences they experienced with CERA Central Scotland.

Recently recruited staff said the induction process was thorough and relevant. As well as training, they mentioned the support they got from supervisory staff. This included regular contact, observations of their practice with feedback on how well they were doing.

A comprehensive staff training programme ensured staff were equipped for their work. Staff noted the positive approach of trainers which they said was encouraging and helped their understanding. The service had a very high staff compliance rate in all areas key training. In addition, the service arranged additional training for specific staff who were supporting people with conditions like epilepsy.

We previously made an area for improvement on more appropriate training on assessing and supporting people with dementia. We are satisfied that this has now been met. See 'What the service has done to meet any areas for improvement we made at or since the last inspection' later in this report for more information.

Our interviews with staff provided assurance they understood their responsibilities in supporting people who can be vulnerable and at potential risk of harm. Interviews with people supported and their families, as well as staff interviewed confirmed that staff put their training on infection prevention and control into practice on a routine basis in people's homes.

Supervision provided opportunities for staff and supervisory staff to discuss issues around people being supported. It also included staff development and feedback to staff on their performance. Frontline workers told us they valued this and appreciated the supportive approach taken by supervisors. Regular team meetings were also seen as being useful.

How well is our care and support planned?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Support plans provided useful information to staff on how they should support people in areas like medication and personal care. The plans included risk assessments which helped minimise potential harm to people supported and staff in when, for example, supporting people to move or transfer safely.

People told us they felt involved in developing their support plans. This helped the plans be personalised around the individual including making clear what outcomes they wanted to achieve.

Reviews of care plans took place on a six-monthly basis or more often if required. Any changes were agreed with people and implemented quickly. This meant care and support took account of people's changing needs and circumstances.

Basic information in the support plans could be developed to the benefit of people supported. Information on people's GPs and pharmacies were, generally included but details of other health and social care services were not. The service has agreed to look at this area.

There was limited or no information in support plans about most people's religious or cultural beliefs. This can be a very important part of people's lives and identities. The service has committed to having discussions with people on this in the future and ensuring support plans reflect these discussions according to people's wishes.

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

To provide staff with the necessary skills to supporting people who are living with dementia, the provider should ensure staff are trained to dementia skilled level.

This is to ensure care and support is consistent with Health and Social Care Standard (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 15 January 2024.

This area for improvement was made on 15 January 2024.

Action taken since then

Evidence provided that all staff with the exception of long-term absences and very new staff have had dementia training at skilled level. **Area for improvement 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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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