

Care at home Support Service

Quas Healthcare Ltd
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Type of inspection:
Unannounced

Completed on:
2 September 2025

Service provided by:
Quas Healthcare Ltd

Service provider number:
SP2023000361

Service no:
CS2024000177

About the service

Care at Home is a small service, provided by Quas Healthcare Ltd. They provide a support service to people in their own homes. At the time of the inspection they were supporting 18 people in Aberdeenshire.

About the inspection

This was an unannounced inspection which took place between 27 August and 2 September 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 five people using the service and four of their family.
- Received surveys from eight relatives and one service user.
- Spoke with six staff and management.
- Observed practice and daily life.
- Reviewed documents.

Key messages

- People using the service were all happy and felt no improvements were required.
- The relatives we spoke to said they were very pleased with the service and trusted the carers.
- The staff were well trained and told us they were well supported.

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?	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

People's health and wellbeing was supported at a very good standard, with many strengths. All service users and relatives that we spoke to were very happy with the service being provided. They said the service was excellent, and one said that their physical health had benefitted from their support. Another person told us they look forward to the carers coming in, and their relative said, "I completely trust them with my 'relative.'"

People received their visits on time and carers stayed for the full amount of time. Everyone knew which carer was coming to them next, so they felt comfortable with who was walking through their door. People received a call if the carer was running more than 15 minutes late, which they appreciated.

The service users received individualised support and they appreciated the courteous and compassionate care. It was apparent that the focus was on the person and also their home, not just on tasks. For example, the carers made sure the bins were empty, work surfaces were wiped, and the washing machine was on. This contributed to people living a dignified life.

Not many people received their medication from the carers. Those that did were assured of safe systems, and accurate record keeping.

How good is our leadership?

5 - Very Good

The leadership, quality assurance and improvement in the service was very good. The leadership team comprised of the manager plus two other people. While understanding one another's roles, they each worked to their particular area of expertise. The result was a supportive team, who understood the service, and were aware of what was happening each day.

There were plans and trackers in place to ensure the essential quality assurance was kept up to date, for example; supervision sessions for staff, training and SSSC registration being up to date, client views being sought. This helped to ensure a safe and skilled service was delivered to people.

The manager regularly provided care for people alongside the carers and this enabled a hands-on competency check. Any development needs were identified and addressed immediately which led to carers becoming and remaining competent. There were documents for completion after observations, so staff competency was recorded, enabling the leadership to look back if required.

Team meetings were held, with limited success initially because of the small staff team. However, the agenda was good with a focus on organisational business and also clients and carers wellbeing. These will be useful as the team expands.

An improvement plan was in place and was used to track plans for development, and will be added to as new areas for improvement are identified.

The service was relatively small, with 18 service users. As the business expands, the documents and systems already in place should enable a high standard to be maintained.

How good is our staff team?**5 - Very Good**

Staffing numbers were right and they were well deployed. This key question was at a very good standard with major strengths.

There was a comprehensive recruitment system in place, with all the standard checks expected for safe recruitment into a care company. There was sometimes difficulty getting full references for people, and this was discussed with the leadership team. There was an understanding of the importance of references and a commitment to look for another referee or ask for more information if the references were not helpful. The recruitment process ensured people were supported by staff who were deemed as not being a danger to them.

Carers who were new to the company had a full induction. After they had completed all of their training there were shadow shifts for the people they would be working with. No one worked alone until all training; shadow shifts and a competency check from the manager had been completed. This maintained a high standard of support even when staff were new.

The training was mostly online, and there was face to face training for skills such as moving and assisting. Additionally there was on-the-job development provided when the manager worked alongside the carers. This combination resulted in people being supported by knowledgeable and skilled carers.

People told us they had support at the times which suited them, which was important for them to live their lives as they pleased. The carers told us that the rota suited them, and they were not pressured to do extra hours. The system used to plan the rota indicated travel time, so the manager knew that enough time was allocated in between visits which helped the system to run effectively.

Staff told us they felt well supported by the leadership team. As well as the informal support there were formal supervision sessions and an annual appraisal to help reassure everyone that the high standard of care was being maintained. The manager aimed for a feeling of all round support and caring for the staff and this included; birthday cards, team lunches and small acts of kindness as the opportunity presented itself. This caring attitude was apparent throughout the staff team and benefitted the service users by them receiving a positive and compassionate service.

How well is our care and support planned?**5 - Very Good**

Care and support planning was functioning at a very good level, with major strengths being apparent. The care plans and notes for people were on a system called Birdie. The manager could make different areas of this system accessible to people. This meant carers, people and relatives could access pertinent information. Two relatives specifically told us that they appreciated, and used this access to visit notes.

All of the care records were equally good. They were centred on the people with notes on individual preferences like someone enjoying their hair dried by using a hair dryer. The practical aspects of the notes, about specific tasks that needed to be done were clear and easy to follow. This enabled carers to provide good support based on people's preferences.

There were regular reviews and these were noted. Any changes, for example to medication, were made on the same day that the service were notified, so the notes were always up to date for carers to follow.

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?	5 - Very Good
2.2 Quality assurance and improvement is led well	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

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