

## CC Homecare Ltd Support Service

22 Thorny Crook Crescent  
Dalkeith  
EH22 2RJ

Telephone: 07380 105538

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
10 September 2025

**Service provided by:**  
Visiting Angels Edinburgh

**Service provider number:**  
SP2023000132

**Service no:**  
CS2023000207

## About the service

CC Homecare, trading as Visiting Angels East is registered as a care at home service. It provides care to adults and older people living in their own homes in Midlothian, East Lothian and parts of the City of Edinburgh. The service operates from an office in Dalkeith, Midlothian.

52 people were using the service at the time of our inspection.

## About the inspection

This was a short notice, announced inspection which took place between 2 and 8 September 2025. The inspection was carried out by one inspector from the Care Inspectorate. We gave feedback to the manager on 10 September 2025.

To prepare for the inspection we reviewed information about the 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:

- Visited five people using the service and four of their relatives.
- Received feedback from a further eight relatives who completed an electronic questionnaire.
- Spoke with one carer and received feedback from a further 11 via our online questionnaires.
- Met with the management team; two directors, and the registered manager.
- Observed staff practice and daily life.
- Reviewed a range of documents.

## Key messages

- Staff consistently displayed genuine warmth and compassion in their support for individuals.
- A high standard of professional care was delivered, with services closely monitored and evaluated by the manager, fostering a culture of continuous improvement.
- The manager articulated a clear and forward-thinking vision for the service, actively engaging with professionals, relatives, and those receiving care, to ensure everyone's voice contributed to its development.
- Senior staff led by example, modelling best practices that resulted in positive and meaningful outcomes for those using the service.
- During our inspection, we reviewed the service's self-evaluation across key areas and found it to be thorough, insightful, and closely aligned with our own findings.

## 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

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

Visiting Angels consistently delivered high-quality care, resulting in positive outcomes for those receiving support and their families. People expressed appreciation for the service, with one individual remarking, "It's how care at home should be delivered".

Care assessments were thoughtfully designed to promote independence, with care plans and risk assessments clearly reflecting this approach. Staff were provided with detailed guidance to ensure consistent and responsive support tailored to each person's needs.

Management placed strong emphasis on fostering meaningful relationships between staff and those they support. We heard numerous examples of how effective this was in practice, for instance, one-person shared holiday memories and photos with a staff member who was preparing to visit the same destination. These interactions helped build trust and mutual respect.

Leaders demonstrated deep understanding of individuals' needs and often took a hands-on role in delivering care themselves. This not only set a high standard but also created a nurturing and supportive environment for staff, which was warmly received by those using the service.

Flexibility was a key strength of the service. People spoke positively about how Visiting Angels adapted to changing needs. For example, increasing support hours when relatives were away on holiday.

Relatives benefited from an online application that provided real-time updates on care, wellbeing, and support. One relative told us, "having access to the online app is a great reassurance for me when I am out at the time of the carers coming to support my wife. I can see ahead of time who is coming and the very detailed notes left".

Management regularly conducted case studies to reflect on individuals' goals and how the service helped them achieve these. This reflective practice was commendable, highlighting successes and identifying areas for future improvement across the service.

The leadership team also recognised the value of extending care beyond the home and into the wider community. Their commitment was evident through initiatives such as partnering with a local elderly LGBTQ+ health and wellbeing group, sponsoring a dementia café, and offering support groups for staff navigating menopause or young parenthood. These inclusive opportunities fostered connection and support for both service users and the broader community.

## How good is our leadership?

5 - Very Good

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

Managers employed a range of quality assurance systems to maintain oversight of the care provided. These included audits of visiting times, staff consistency, and direct observations of practice.

Additionally, annual satisfaction surveys were conducted with individuals and their families, while staff were regularly invited to share feedback on areas for development and improvement. Insights gained from feedback, complaints, and incidents were used to inform a well-structured improvement plan.

Leadership within the service was supportive, responsive, and highly visible. This empowered staff to raise concerns, contribute ideas, and explore strategies to build resilience. Staff felt their contributions were valued and recognised by management, which helped maintain motivation, adaptability, and a strong focus on delivering high-quality care.

Regular observations of staff practice were carried out, assessing both the quality of interactions and how effectively care needs were met. Any learning outcomes identified were followed up appropriately. Robust systems were in place to monitor service delivery, including a mock inspection and a comprehensive self-evaluation, aligned with the Care Inspectorate's framework. This evaluation was thorough, insightful, and closely reflected our own findings.

As part of the mock inspection, it was recommended that the management team implement a 'You said, we did' approach to feedback, ensuring individuals are informed when their suggestions lead to tangible improvements. We endorsed this recommendation, recognising its potential to enhance communication and foster a greater sense of involvement in the development of the service.

Throughout our inspection, it was evident that the management team was committed to delivering an outstanding service. They continued to seek out meaningful opportunities for growth and innovation, with the ambition of becoming a sector-leading care provider. The key to achieving this will be the ability to develop and sustain these initiatives as the service expands geographically.

### How good is our staff team?

### 5 - Very Good

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

The management team demonstrated strong knowledge, approachability, and a clear understanding of the challenges inherent in support work. Their leadership cultivated a nurturing and collaborative environment, contributing to high staff morale. Monthly staff competitions further reinforced team members' commitment, flexibility, and dedication to delivering the highest standard of care to those they support.

Supervision was carried out regularly for all staff. Our review of supervision records and observed practices showed evidence of meaningful discussions, constructive feedback, reflection on training, and identification of both strengths and areas for improvement. This process supported staff development and encouraged alignment with professional and organisational standards.

Staff engaged in a variety of online and in-person training courses. Competency-based training was also provided, covering key areas such as medication administration and safe moving and handling techniques. We were informed that several staff members were working under qualification conditions, set by the Scottish Social Services Council, and the manager was attentive to the required timescales.

In addition to core learning, the service actively pursued specialist training opportunities. This included collaboration with professionals from Alzheimer Scotland, as part of an initiative to enhance dementia care through more advanced training.

The service had experienced some staff turnover in recent months, due to factors such as individuals returning to university or pursuing other employment opportunities. While this was not uncommon in the care sector, the resulting changes did present challenges in maintaining staff consistency. However, turnover had begun to stabilise, and with ongoing recruitment efforts, the management team remained optimistic that continuity would soon be restored.

## How well is our care and support planned?

**5 - Very Good**

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

Individuals benefited from dynamic and aspirational personal plans that consistently guided every aspect of their care and support. These plans were developed collaboratively, with active involvement from the individuals themselves and, where appropriate, their families or significant others. This approach was underpinned by strong leadership, skilled staff, meaningful engagement, and robust quality assurance and improvement processes.

The personal plans offered valuable insight into each person's life, including their background, family circumstances, preferences, and aspirations. We found the plans to be well-written and comprehensive, providing clear and practical guidance for staff on how best to support each individual.

Risk assessments were person-centred and designed to empower rather than limit individuals, enabling them to engage in activities safely and confidently.

Reviews of personal plans were conducted every six months, placing the individual at the heart of the process. These reviews included input from family members, staff, and the manager, and were focused on outcomes. Action plans were developed to help staff support individuals in achieving their personal goals, making the review process both meaningful and impactful.

To further strengthen care planning, the service could consider exploring advocacy support arrangements, particularly for individuals who may struggle to fully express their wishes and preferences, and do not have someone to advocate on their behalf.

Additionally, the service supported individuals to live well through to the end of life by encouraging open conversations about what matters most to them and their future wishes. Incorporating end-of-life care planning into personal plans, though sometimes challenging, would ensure that these important choices are respected and understood. These discussions could be sensitively introduced during regular care plan reviews.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	6 - Excellent
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
3.2 Staff have the right knowledge, competence and development to care for and support people	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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.