

Caring Hearts Central Scotland Housing Support Service

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Type of inspection:
Unannounced

Completed on:
18 August 2025

Service provided by:
Caring Hearts Limited

Service provider number:
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Service no:
CS2025000055

About the service

Caring Hearts Central Scotland was registered with the Care Inspectorate on 25 February 2025. It provides a Care at Home service to people living in the Stirling, Clackmannanshire, Falkirk, West Lothian and North Lanarkshire area. Previously was part of Caring Hearts Renfrewshire service.

The aim of the service is:

"To provides high-quality support to adults aged 16 and over within their own homes, working under a value-based approach: Right values, Right people to ensure that care and support is provided on outcome focused care plans. Ensuring service users feel enabled to live their lives and achieve the wishes and aspirations which are important to them, where possible, and feel in control of the decisions around their care."

At time of inspection the service is supporting 135 people, with a range of care packages offered up to 24 hours.

About the inspection

This was an unannounced inspection which took place on 12 August 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 10 people using the service and eight of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Staff were caring, engaging and respectful with people.
- Most people were supported by a small consistent staff team which supported meaningful relationships being established.
- People should be confident that medication policy and practices are well managed to ensure their health and wellbeing benefits.
- Management was committed to ensuring people were well cared for.
- There was good quality assurance systems in place to evaluate the quality of the service provided.
- People experienced care and support from well trained staff who were knowledgeable about their care needs.
- We sampled support plans, these contained information about each person's health and wellbeing needs as well as very good risk assessments.

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?	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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

During our inspection staff were caring, engaging and respectful with people. We saw very good personalised care and support being provided. One person told us "the girls are all lovely, its a first class service" whilst a relative told us "all the carers I have met have been wonderful."

Most people were supported by a small consistent staff team which supported meaningful relationships being established. One person told us "I have a consistent team of staff it only changes when people go on holiday", whilst a relative told us "I feel a great sense of security that caring hearts are looking after mum, I can't thank them enough."

Everyone who received the service and their relatives told us that communication from carers and the office was very good. One relative told us "I have found the service absolutely wonderful, staff are always helpful and cheery and very caring. When I call the office they are always helpful. One of the best care companies out there." Staff we spoke with knew what was expected of them to meet people's care needs and people felt staff were well trained and knowledgeable. The manager and office staff had good links with local health and social care professionals and liaised with them promptly when any concerns were identified. One visiting professional told us "In my experience I have had good lines of communication with the management team."

Care plans we sampled were person centred, outcomes focused and reflected people's care and support needs. This informed staff on the best way to support people.

People should be confident that medication policy and practices are well managed to ensure their health and wellbeing benefits. There was a clear medication policy and procedure in place and staff practice we observed was safe in the managing and recording of medication being administered.

How good is our leadership?

4 - Good

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

Quality Indicator: 2.2 Quality assurance and improvement is led well

The management was committed to ensuring people were well cared for. Staff felt that they were approachable, supportive and caring. One visiting professional told us "Management team always provide feedback and are supportive of their staff team."

Staff felt communication was good and we saw regular communication and staff meetings being carried out. This ensures staff have the necessary information and support to provide care based on relevant evidence, and guidance. Staff described receiving regular feedback and formal supervision, with an open door policy to the manager that allowed them to access guidance and support as needed.

This helped to ensure that people's needs were met well, whilst also supporting staff development. Staff told us that they felt valued, included and listened to by the management team.

There was good quality assurance systems in place to evaluate the quality of the service provided. The management of accidents and incidents was good, managers were in the process of implementing an electronic system which assured the safety of people and that risks were being identified and actions taken. There was a clear complaints process and people were confident on how to raise a concern. Management had a clear oversight of the service and shared any learning, which meant the service was responsive to driving improvements.

The service had a service development plan in place incorporating all aspects of the service, which identified any areas for improvement and actions to be taken.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Quality Indicator: 3.3 Staffing arrangements are right and staff work well together.

Staff were confident in building positive and supportive relationships with people. They were flexible and supported each other to work as a team. One staff member told us "I love my job and I am proud to work for caring hearts" whilst another said "we promote service user independence."

People could be assured that staff had been recruited in a robust manner that followed best practice guidance. Management ensured that new staff were well supported when they started. They had a very good induction and training programme, to provide new staff with the relevant knowledge and skills to carry out their job role. All staff were recruited internationally and when we spoke with some newer staff who told us that they had been made to feel welcome and felt competent in their new roles.

Staff completed training that was relevant to their roles. This included training that was specific to understanding the needs of people being supported and cared for. All staff spoke highly about the induction process they had completed. Managers were described as very supportive, approachable and looking for solutions. Training records were kept which evidenced that training was up-to-date. People experienced care and support from well trained staff who were knowledgeable about their care needs.

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in supporting and caring for people. All staff spoke positively of their work and told us they were proud to work in the service. This demonstrated a commitment to both the service and the people they were supporting and caring for. Arrangements for the one-to-one supervision of staff were in place. Team meetings gave staff an opportunity to discuss any issues they experienced and to contribute to the development of the service. This evidenced that staff were valued by leaders in the service.

Many people were supported by a small, consistent staff team, who knew them well. Planning of support visits were effectively co-ordinated.

How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Quality indicator 5.1 Assessment and personal planning reflects people's outcomes and wishes

We sampled support plans, these contained information about each person's health and wellbeing needs as well as very good risk assessments. People could be assured that support plans were in place and relevant to people's needs. We found them to be outcome focused, person centred, written respectfully and guided staff around how best to care for people. Although some support plans we sampled were new to the service, they provided sufficient details for staff to offer effective support, we observed ongoing reviews and updates of the support plans as staff became more familiar with them.

People, and where possible their representatives were involved in care planning, we saw reviews had been carried out and that people's needs, wishes and choices were taken into account and actioned. The manager had a clear plan and oversight on upcoming reviews or outstanding reviews to be completed. This ensured every person and their relatives had the opportunity to discuss and review the care and support being provided.

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?	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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