

Leuchie at Home Support Service

Leuchie House
North Berwick
EH39 5NT

Telephone: 01620 892 864

Type of inspection:
Unannounced

Completed on:
9 September 2025

Service provided by:
Leuchie

Service provider number:
SP2011011585

Service no:
CS2011305849

About the service

Leuchie at home supports individuals and families of people living with a long-term neurological conditions such as Multiple Sclerosis, Parkinson's and Motor Neurone Disease. Leuchie at Home provides a minimum of two hours of respite per week for carers in individuals own homes. The service is part of Leuchie, a registered respite charity. The service was supporting 11 people at the time of inspection.

About the inspection

This was a full inspection which took place on 03 and 04 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 six people using the service or their carers.
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People were treated with dignity and respect.
- People were supported to maintain their independence where possible.
- People were supported by the same staff or volunteer each week, promoting continuity of care.
- The service used quality assurance to drive improvement.
- Support plans were person centred.

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?	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?

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

People shared that staff and volunteers from the service treated them with respect, dignity and that the service was reliable. Observed interactions were warm and personalised. This demonstrated that people received support from people they trusted and with whom they had developed meaningful relationships.

During support visits, people were able to do activities according to preference. Staff and volunteers encouraged people to choose what they wanted to do with their time. For people who didn't have access to transport, the service arranged this to enable them to go on outings they may not have been able to do otherwise. This promoted choice and supported people to maintain their interests.

Staff from the service supported people to access assistive technology and provided guidance on maximising the use of features on their own devices to support daily living. This meant people were able to stay independent for longer.

Comprehensive adult support and protection and infection control policies were in place and risk assessments were carried out regularly. This promoted safety for the people supported by the service.

Staff and volunteers responded to changes in people's circumstances, referring to external healthcare professionals and local authorities when required. An external professional shared the positive outcomes achieved when staff raised concerns and sought further support for people. This highlights that the service used available resources to improve wellbeing for people supported by the service.

Comments from carers included;

"The service has been a lifesaver."

"I think the service is first class, superb."

"The service has transformed things for us."

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.

Quality Indicator 2.2 Quality assurance and improvement is led well

Feedback from volunteers and from people supported highlighted that the leadership team was strong and worked well together. Volunteers shared that they felt well supported and that the management team were visible and available to them whenever they needed it. This meant people were supported by staff and volunteers who had appropriate support.

Findings from audits and incidents were used to improve the service with some being included in the quality improvement plan. The quality improvement plan had clear, realistic goals and timescales. Utilising this more effectively would help the service to monitor progress and prioritise improvements.

Following incidents, appropriate action was taken to reduce the risk of reoccurrence. This resulted in improved pre-assessment of people supported and new risk assessments being created to protect the safety of people and staff. First aid training has been arranged for staff and volunteers in response to volunteer feedback, as they felt this would be useful. This highlights the leadership team's commitment to fostering a culture of improvement and valuing staff and volunteers opinions.

Some feedback from volunteers includes;

"(They are) very good. (They are) either a phone call or an email away."

"(They) and I keep in touch and if I have any concerns or anything changes then I can speak to (them)."

"(They) are very approachable."

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.

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

Strong recruitment processes were in place for both staff and volunteers. Pre-employment checks were carried out prior to starting employment or volunteering roles and staff were registered with the appropriate regulatory body. This protected the safety of people supported by the service.

Staff and volunteers were all up to date with mandatory training. Staff had completed additional training relevant to their role and to the needs of people supported by the service. Staff and volunteers had an induction period including shadowing opportunities before working independently. This meant people received support from people who were appropriately trained.

People were supported by the same member of staff each week and volunteers were placed with people following a selection process to ensure they were a good fit. This promoted continuity of care and allowed people to develop positive relationships.

Some comments from people and relatives about staff included;

"What is so good is that (they are) imaginative and (they are) prepared to do anything."

"(They are) an exceptional person. A very calming influence."

"(They are) great. We feel totally safe leaving them."

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.

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

Support plans were person centred and updated regularly with any changes. Plans provided information about mobility, eating and drinking, social needs and preferences. Detailed sections about social and communication needs provided information such as 'what makes me worried or upset' and 'what makes me feel better.' This meant staff and volunteers had the necessary information to provide holistic support.

Health screening tools and risk assessments were up to date which allowed the service to monitor for any changes and escalate concerns if required. Volunteers communicated with the service following each visit, providing information about how the person supported was and if there were any changes or concerns. This meant the leadership team were able to monitor the wellbeing of people using the service.

Support plans were regularly updated following discussions with the people supported and their carers, ensuring that the information within the plans was individualised and kept up to date. At the time of inspection, the service was updating support plan layouts to improve clarity and provide more detail about desired outcomes and level of support required during support visits. This would make it easier for staff and volunteers to ensure people's support needs are being met and people are achieving their goals.

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?	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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