

Montana Home Care Housing Support Service

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Telephone: 07557868861

Type of inspection:
Unannounced

Completed on:
22 August 2025

Service provided by:
Montana Home Care Ltd

Service provider number:
SP2004006691

Service no:
CS2014334478

About the service

Montana Home Care is registered to provide support services to people in the Falkirk Council area. The services include a care at home service to older people and support to adults with physical disability. Montana Home Care was established in 2004 and was a family owned and managed company, until being purchased by Real Life Options in 2020.

Montana aim to provide individualised quality care that meets people's needs and supports people to live as independently as possible in their own home. There were 121 people using the service at the time of our inspection.

About the inspection

This was an unannounced inspection which took place on 20, 21 and 22 August 2025. The inspection was carried out by an 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 several people using the service and those close to them.
- spoke with several members of staff and management.
- reviewed documents.

Key messages

- People experienced very good consistency of care.
- People had formed good working relationships with staff supporting them and liked them.
- People found the service to be reliable and dependable.
- The service was well managed.

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

In this part of the inspection report we considered the following:

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

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people.

The service demonstrated that they had very good oversight of people's healthcare needs as they pertained to the support the service provided. People's needs had been assessed and people told us they were involved in this process. Good protocols were in place in individual care plans which reflected not only the tasks that people required assistance with but good information about their wishes and preferences. Individual needs were considered when supporting people to meet their outcomes including the importance of taking time, being patient or being respectfully persistent if this was needed.

People's independence was promoted and people were encouraged to move as much as possible in order that they maintained their mobility and skills. Good risk assessments were in place which covered a wide range of issues and this meant that people were supported in key areas of care including nutrition and hydration, healthy skin, falls and transferring safely. This helped to keep people safe whilst receiving support. A record was kept of any equipment people used and checks were carried out to ensure satisfactory condition before use, thus ensuring equipment was safe for people to use. Reviews seen were in date and we saw care plans being updated to respond to people's changing needs over time.

People told us they were very happy with their service. One person told us "Happy with all care provided, highly delighted with everyone that comes in" and "Very happy with the service. The staff are very reliable. I usually get the same girls and I'm very happy with them. I like the way staff always ask me if they can do anything else for me before they leave, I live alone and although I do not need a large amount of assistance I get reassurance from the staff being in every day. I do not think they could improve anything." People were supported by a small core group of staff and this meant that they knew who provided their care and support on a day-to-day basis and what they were expected to do.

Staff were friendly and professional. They knew people well and were skilled at building good relationships with the people they supported and their families. People found the service to be dependable and reliable. One person told us "I'm very happy with the service, my mum was very reluctant initially to accept support, now she regards the girls as her friends who come in and help out. Very happy with them, they do what she wants them to do and she likes them as individuals. Reliable and helpful." Communication with the service was good and people found them easy to contact if they needed to. Staff received training in a range of issues which related to the needs of people using the service. This meant people could have confidence in staff because they were trained, competent and skilled, were able to reflect on their practice and follow their professional and organisational codes.

The importance of good infection prevention and control practice, including hand hygiene was threaded throughout care planning, courtesy calls and review discussions and recording which helped protect people from the avoidable spread of infection.

How good is our leadership?**5 - Very Good**

In this part of the inspection report we considered the following:

Quality Indicator 2.2: Quality assurance and improvement is led well

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people.

The service had a very good and responsive quality assurance framework in place. They sought the views of people using the service in a variety of ways and this information was used to inform the service people received and the service's improvement agenda. This meant that people were actively encouraged to be involved in improving the service they used in a spirit of genuine partnership. They demonstrated a very good value base in line with the SSSC Code of Practice and the Health and Social Care Standards. There was a culture of good communication (both within the service and with people using it) and empowerment of people using the service in order to support them to meet their outcomes.

People told us the service was easy to contact if they needed to. People were confident that if they raised an issue it would be addressed. Very few notifiable incidents had taken place within the service over the last year. Complaint activity was low considering the size of the service. They took complaints very seriously and actioned any issues raised. This demonstrated care and respect towards people using the service. The service recently merged with a sister organisation and people using the service told us they had been well informed regarding this and that this transition had been smooth. This meant that people experienced stability in their care and support from people who knew their needs, choices and wishes even if there were changes in the service or organisation.

People received continuity and consistency of care from a small group of staff who knew them well and understood their needs. This meant people could build a trusting relationship with staff supporting and caring for them in a way that they both felt comfortable with. Staff received training which was informed by the needs of people using the service. They were encouraged to update/refresh their training regularly and to take responsibility for their professional development by ensuring required training was undertaken in good time.

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

In this part of the inspection report we considered the following:

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

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people.

The service followed safer recruitment guidelines and ensured that staff had a PVG in place before they began working with people. They should ensure good interview recording in order to demonstrate their decision making when recruiting new staff, particularly if references received give little information. The service's probation programme is well considered but could be condensed to make it more practical to use in application. Staff felt they were supported into their roles well and that the management team were available to them if they needed more guidance or information.

Staff told us they liked working for the service and thought that communication amongst the staff team and with management was good. Very good planning meant that the recent merge of Montana with a sister organisation had gone smoothly with minimal disruption or anxiety to the staff team or people using the service. People continued to receive their support from their allocated support workers and experienced consistent and responsive care from people who knew them. Staff were skilled at building relationships and very good relationships were seen between staff and people using the service.

Staff received supervisions, spot checks and courtesy calls throughout the year to ensure they were meeting the needs of people using the service as arranged. The service regularly checked staff confidence in applying their training into practice and supported them with their ongoing professional development as required in order to meet people's needs and to maintain their registration with the SSSC.

How well is our care and support planned?

5 - Very Good

In this part of the inspection report we considered the following:

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

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people.

Care planning was very good and people spoken to felt involved in this process. Decision making was considered as part of this process including if the person had capacity or if POA/Guardianship was in place.

Staff paid attention to people, their likes/dislikes and respected their choices and preferences. Staff were aware of people's communication needs and any adaptation required on the part of staff. The service took a person centred approach to supporting people to meet their outcomes. This was individual to the person and could be about taking time, being patient or being respectfully persistent. The importance of promoting independence was understood and included in people's care plans. People were encouraged to play a full part in their own support within their own capabilities, with staff assisting where it was required.

Risk assessments were completed alongside care planning which highlighted areas of risk and how to reduce this. This included safely supporting people to eat and drink well, falls prevention, skin integrity, taking medication accurately and in good time, assistance required to move and transfer safely, checking equipment to ensure it was in good working condition and ensuring consent was in place for any areas of restraint. The service kept appropriate contact information regarding other professionals involved in people's care, although we saw one instance where this still required to be completed and discussed this with the service during feedback. Reviews seen were in date. This helped ensure that people's care plans were right for them because they set out how their needs would be met as well as their wishes and choices.

If a visit was time critical this was made clear. This helped ensure people were supported to take their medication at the correct time if this was an essential part of their care. The service endeavoured to arrange visits at times which suited people's routines. They were easy to contact if people wished to rearrange a visit.

People's safety and comfort within their own homes was made clear, for example ensuring people were wearing their MECS, staff tidying up people's homes when they have completed the tasks people require them to do and ensuring they closed and locked doors behind them according to people's preference.

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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