

East Lothian Council - Homecare Services Housing Support Service

East Lothian Community Hospital
Hospital Road
Haddington
EH41 3PF

Telephone: 01875 618 960

Type of inspection:
Announced (short notice)

Completed on:
12 August 2025

Service provided by:
East Lothian Council

Service provider number:
SP2003002600

Service no:
CS2004077870

About the service

East Lothian Council Homecare Service, is a combined care at home, housing support service, based in Haddington, East Lothian. The service cares for and supports people with a range of care needs living in the own homes, across East Lothian.

The provider, East Lothian Council, has been registered to provide the service since 31 August 2004.

About the inspection

This was an announced (short notice) inspection which took place on between 04 and 12 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 10 people using the service and 5 of their family
- Spoke with 11 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- People's health and wellbeing was the focus of the service
- People described feeling the service was very good and supported them well
- Observations of practice were very good
- Interactions between staff and people were warm and compassionate
- Staffing arrangements were managed well
- Staff and managers communicated well, which benefitted people's care and support

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 staff team?	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.

We observed warm and compassionate interactions between staff and people using the service. People were clearly at ease with the staff supporting them, with positive relationships having been developed.

Staff appeared to know people well and had a good understanding of their care and support needs. In observations, staff evidenced their skills in moving and handling people. This was done with respect and dignity, while maintaining a calm and warm approach. People described these experiences as good, as they fully trusted staff. One person commented "We have a consistent team. This helps with my anxiety".

Information on people's health conditions were detailed well in their personal plans. Including the person's care needs, medication and wellbeing needs. This ensured that staff had instant access on their mobile devices, to all the information they required to support people well. People described that staff responded quickly to their healthcare needs and were patient and supportive.

People were supported to access their local healthcare services, with good relationships having been developed with local healthcare professionals. Staff also explained how they managed healthcare and emergency situations. This supported people with their health and wellbeing, and ensured that people had the right healthcare at the right time.

Medication was managed well, with staff competence observations taking place. These ensured that staff were performing medication administration and recording within guidance. One person commented about the medication support they had from staff "they check I am taking my tablets".

People were supported with food and drink, some enjoyed a more nutritionally rich diet than others, which was of their choosing.

Meal times were unhurried and took place where the person was most comfortable in their home.

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.

Staffing arrangements appeared to be managed well, as people were generally supported by staff they knew, as part of a small team. This ensured that people were supported by staff they had trusting relationships with.

Rotas were developed to ensure people knew who they were being supported by and when. At times people were supported by new staff or members of the team they didn't know so well. One person described that they had to remind new staff of their routines, which was at times tiring and frustrating.

People commented that staff were generally on time, with some occasional exceptions, which they understood would happen at times. Managers ensured that this was kept to a minimum through staffing allocation processes. This meant that people were generally supported consistently and this ensured continuity of care.

People explained that communication was good from the office team and management team. People were particularly pleased that senior staff visited them to check on their service, which gave them opportunities to discuss any issues. This meant that people were respected and had a voice in how their support was delivered.

People using the service and staff benefitted from a warm atmosphere because there were good working relationships. Team meetings were used as an opportunity for staff to share information, along with online messaging systems that ensured staff were kept up to date and informed of any changes in people's care needs.

People described being very happy with their staff, with very little areas for improvement mentioned. One person commented that their staff were "amazing and brilliant", while another person described their team of staff as "very helpful".

Staff enjoyed working within their team, and were generally very happy within their roles. One staff member commented how the team supported each other, "The team is great at passing on information".

New staff had opportunities to develop their skills and knowledge through shadowing experienced staff, and training. This ensured that staff understood their role and how to deliver care well.

Staff told us that the management team were available and responsive when they needed support. One staff member commented "If I am concerned about anything I can contact the office". This ensured that staff were able to access additional guidance on how to support people if their health or wellbeing needs changed.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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