

## Call - In Homecare West of Scotland Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
7 August 2025

**Service provided by:**  
Call-In Homecare Ltd

**Service provider number:**  
SP2004007104

**Service no:**  
CS2025000093

## About the service

Call-In Homecare West of Scotland support people to remain in their own homes by providing a range of care including personal care and assistance with medication. The service is active in four local authority areas - West Dunbartonshire, East Dunbartonshire, Renfrewshire and Glasgow. Its operational base is in Dalmuir, Clydebank.

The service aim is to support people to live as independently as possible by providing safe, effective and person centred care of the highest quality, respecting the dignity and diversity of both service users and their families.

The provider is Call-In Homecare Ltd.

## About the inspection

This was an unannounced inspection which took place on 5, 6 and 7 August 2025. The inspection was carried out by two inspectors 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 14 people using the service and eight members of their families
- spoke with eleven staff and management
- reviewed documents
- communicated with council services familiar with Call-In Homecare West of Scotland.

## Key messages

- People supported by the service are very satisfied with the care they receive.
- Most people experienced consistency of staff and visit times. Some did not.
- Care staff are well trained, motivated and appropriately supported by management.
- Staff are committed to their work and recognise the difference they make to people.

## 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 spoke with users of the service and their family members in their own homes or by phone. Most people were very satisfied with the service and the support they received. They told us they had staff who knew them and how they liked to be supported. They said staff visited at regular times. A small number of people and family members reported frequent changes of staff and unreliable, often changing times. The service is aware of these issues and told us they are committed to improving consistency for everyone supported.

Overall, staff providing support were seen as caring, respectful and confident in how they went about their work. People told us that staff encouraged them to be independent, for instance in regaining confidence in showering again, with staff support. We also saw examples of the service being tailored to meet the specific needs of individuals. One example was where support was provided to ensure medication requiring very specific times was provided exactly at those times, including very early mornings. This helps ensure that people get the best out of life and achieve positive outcomes.

These were some of the comments made by people supported by the service:

*'All staff are very kind, there is enough time to meet my needs, not rushed.'*

*'Staff make time to chat with me even though I know they are very busy.'*

*'I have a really good rapport with carers, look forward to them coming.'*

*'I don't know what I'd do without them.'*

Support plans provide essential information on people and the support they require. The support plans we reviewed provided sufficient information to staff on what assistance was required and how people preferred it to be given. When appropriate, the plans had risk assessments which detailed how people and staff could be kept safe. This included when people required support on moving, for instance, from bed to wheelchair to bathrooms.

## 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.

Front line care staff and office based personnel told us they enjoyed their work and were supported by their management. New care staff felt their induction programme was well thought out, relevant and gave them a good introduction to the work they were required to do.

Care staff were supported by regular supervision and observations or 'spot checks' of their practice. Supervision provided them with opportunities to discuss their work with people, any concerns and development needs they might have. Observations of practice took place without advance notice in people's

homes. Staff told us that they appreciated supervision and observations because it provided them with useful feedback including appreciation of the work they do and areas for improvement.

The service had a comprehensive training programme in place. This included protecting vulnerable adults, assisting with medications, infection control and moving people safely. From our interviews with staff, we were satisfied they were confident and knowledgeable about their responsibilities in areas like these.

At our previous inspection, we made an area for improvement on further developing the training staff receive on assessing and supporting people with dementia. The provider has plans in place to meet that area for improvement and we will evaluate progress at our next inspection. For further information, see the section 'What the service has done to meet any areas for improvement we made at or since the last inspection.' later in this report.

The service used surveys to gain the views of staff on their roles and the organisation they work for. From the surveys and our staff interviews it was clear that staff were, overall, satisfied with most aspects of their employment. Some felt additional training and more support in obtaining qualifications would be beneficial.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

The service should ensure dementia training at skilled level is completed by all staff involved in the care or assessment of people living with dementia.

This is to ensure care and support is consistent with the Health and Social Care Standards which state 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 26 September 2024.**

#### Action taken since then

The provider provided information on their plans to ensure all relevant staff receive training at the skilled level. They are confident that these plans will be fully implemented in time for the next inspection.

**Area for improvement not met.**

### 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

  

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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