

Home Instead West Fife and Kinross Support Service

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Type of inspection:
Announced (short notice)

Completed on:
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Service provided by:
Welcome Home Senior Care Limited

Service provider number:
SP2021000184

Service no:
CS2021000300

About the service

Home Instead West Fife and Kinross is a support service providing care at home to people living in their own homes. The service registered with the Care Inspectorate in October 2021 and is a franchise of the Home Instead group. Services include companionship, support with personal care, medication administration, meal preparation, domestic support, and support to access the community. At the time of inspection the service was supporting around 60 people with a staff group of around 25. The service operates from an office base in Inverkeithing, Fife.

About the inspection

This was a short notice announced which took place between 12 to 20 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 seven people using the service
- spoke with seven relatives
- spoke with six staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People were treated with kindness, dignity and respect.
- Feedback from people using the service and their relatives was excellent.
- The service had good links with health professionals which promoted people's wellbeing.
- Staff were skilled and delivered care and support which was relaxed, unrushed and person-centred.
- The service monitored the skills and performance of their staff group regularly to ensure high standards of 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?	6 - Excellent
How good is our staff team?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We evaluated this key question as excellent, as performance supported experiences and outcomes for people which were of outstandingly high quality. We could be confident that performance was sustainable and will be maintained.

People should expect to experience warmth, kindness and compassion. We observed interactions between people and carers which were good natured, kind and often humorous. It was clear that carers knew the people they were supporting very well and had cared for them for a long period of time. This meant that interactions were personal and meaningful, and that carers knew how to meet people's needs. We could be confident that people's dignity was respected, and their day-to-day needs were met.

Feedback from people using the service was excellent. One person told us "They're lovely people". Another person said "They are very kind to me" and "They always know what to do!" Feedback from relatives was also very positive. One relative told us "I can't praise them enough, you can see that they genuinely care" and another said "I trust them, they are delightful". We were confident that people were very happy with their care and support.

It is important that people receive the right support at the right time. Support with medication was well managed. We found that care plans were clear on the level of support required and this was carried out in the visits we observed. Support was documented clearly on an electronic system. We also found that medication records were audited regularly to check standards of care. We were confident that people were receiving their prescribed medication.

The service was proactive when they noticed any changes to people's health or circumstances. Prompt referrals were made to health professionals including GPs and occupational therapists. We also heard about strong links with pharmacies to ensure that people always had the correct medication at the correct time. Relatives told us that the service were proactive in contacting them to discuss any changes or concerns. We were confident that people's health and wellbeing was being promoted.

Carers had knowledge and skills which allowed them to respond to the specific needs of the people they were supporting. We observed visits and saw carers communicate with and care for people with a range of different needs. Carers demonstrated skill, kindness and patience in supporting people with cognitive impairments. Visits were relaxed and unrushed. Carers took the opportunity to start meaningful conversations with people and supported them to direct their own care. This included a range of support around the home and accessing the community. People told us they had been supported to attend clubs, museums and societies which they would not have otherwise been able to attend. We were pleased to see that carers had a good understanding of people's wishes and preferences and helped them to choose clothing, drinks and meals. We were confident that people were recognised as experts in their own care.

The service demonstrated outstanding commitment to ensuring people continued to receive support during difficult times in their lives. The service continued to support someone when they had been admitted to hospital, ensuring that they continued to receive the same care and support they had received at home. We also heard about the service redeploying staff effectively in order to support someone to spend the last few weeks of their life at home, as was their wish. Although the service had grown since our last inspection, they had maintained an excellent level of care and support. We were confident that the service had a very positive impact on people's lives and experiences.

Care plans should be up-to-date and reviewed regularly to ensure they reflect people's outcomes. Care plans gave clear guidance and instructions to carers and struck a balance between containing the necessary task based information required for care at home support, as well as details about the person which would support in initiating meaningful conversations and activities. Risk assessments were completed where required. Daily notes were well detailed and showed that people were receiving care and support in line with their care plans. We could be confident that people were experiencing support which met their assessed needs.

How good is our staff team?

6 - Excellent

We evaluated this key question as excellent, as performance supported experiences and outcomes for people which were of outstandingly high quality. We could be confident that performance was sustainable and will be maintained.

People using the service enjoyed an excellent level of consistency in terms of the carers they saw and the times of visits. People were assigned small staff teams, meaning they were always supported by people they knew. People told us "we've made good friends" and "they are lovely people". Staff practice was regularly observed by leaders in the service to ensure standards of care and support remained high. Staff told us that they felt valued and happy, this was reflected in the stability of the management team and staff group. We were confident that people received consistent and stable support.

It is important that staff wellbeing and performance is monitored, in order to check that people's needs are being met. One member of staff told us "The manager is great" and another said "It's a very supportive organisation". This support was underpinned by regular supervision, observations of practice and competency checks. These were well documented and well received by staff. The service also ran a number of wellbeing sessions for staff to support them. This promoted a sense of teamwork and togetherness in the service. We were confident that effective quality assurance processes supported the service to maintain very high standards of care and support.

Staff were supported to attend a mixture of online and in person training which they valued. Mandatory training levels were high and there was a clear system in place to monitor staff's completion of training. Training was specific to the needs of the people who staff were supporting. This helped to ensure that people were being supported by a staff team who were well trained, competent, and skilled.

It is important that staffing arrangements are right and staff work well together. Staff felt they had enough time to complete visits without feeling rushed and had time to travel between visits. The care and support we observed was calm and friendly. This helped create a relaxed and caring atmosphere during visits. Information sharing between staff and service leaders was effective and allowed proactive changes to be made. Where any concerns or ideas had been raised, these were followed up quickly. We saw examples of additional visits being agreed, referrals to health professionals being made and effective communication with relatives. Many of the relatives we spoke to told us how flexible the service was. We could be confident that people's support was tailored to them and their preferences adhered to.

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent

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