

All Care Services Ltd: Homecare and Housing Support Service Housing Support Service

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Type of inspection:
Unannounced

Completed on:
12 September 2025

Service provided by:
All Care Services Ltd

Service provider number:
SP2018013149

Service no:
CS2020379943

About the service

All Care Services Ltd is registered with the Care Inspectorate to provide care at home and housing support services. The services are delivered together and are inspected as a combined service.

The service is registered to provide personal care and support to adults with physical disabilities, learning disabilities, and older people living in their own home. Support is provided to people living throughout Edinburgh, West Lothian, North and South Lanarkshire, Renfrewshire, and Forth Valley.

At the time of the inspection, the service was providing care to 108 people living in Edinburgh and West Lothian.

About the inspection

This was an unannounced inspection which took place on 9, 10, 11, and 17 September 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, and received feedback on the service from, 22 people who were supported by the service
- spoke with, and received questionnaire feedback from, 23 relatives
- spoke with, and received feedback from, 38 staff and management
- visited people in their own homes
- accompanied care staff and observed practice
- reviewed service documents
- received feedback from four supporting professionals.

Key messages

- People were happy with their care and support. They felt respected and were treated with compassion and dignity.
- Recruitment practices should be improved to ensure best practice guidance is followed.
- Personal plans would benefit from being updated more regularly and include information about people's wishes and preferences.

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?	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 the care provided and these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

People were happy with their care and support. They felt respected and were treated with compassion and dignity. During the inspection, we accompanied staff on visits. We observed warm, kind, and good humoured interactions between staff and people receiving a service. We heard a lot of positive feedback from people who received a service and their family members. Some of this feedback included:

- "The staff brighten up my day, I really look forward to them arriving."
- "I feel supported and that all my needs are catered for. This helps me feel independent. I get on with all my carers and really appreciate them!"
- "Carers are all very kind, always ask what I would like. They always talk to me and explain what they are doing."
- "Care staff have taken time to get to know me, they chat to me and make me feel relaxed when receiving personal care."
- "Carers who visit provide an excellent service. They communicate well, know [the people they care for] and handle care well."
- "Everybody is very helpful and always communicate well with me regarding my [relative's] needs and care. I am very happy with the service."
- "The care received for [my relative] is brilliant. All carers should be commended."

Staff were responsive and proactive in supporting people with their healthcare needs. We saw that they were recognising and reporting concerns to the management team. The staff team were working with other health and social care professionals to ensure good health outcomes for people. During the inspection, we observed staff supporting someone in trialling new equipment at home under the guidance of an occupational therapist. The care staff were calm and encouraging, explaining what they were doing and offering reassurance to the person. Two health and social care professionals told us, "I have always found carers from All Care Services to be attentive and helpful" and "I work with a lot of care agencies. All Care Services are one of the best I deal with".

People were confident in their service especially where this was being provided by a team of consistent staff. People described feeling comfortable when receiving support and that the staff were promoting their wellbeing and safety. One person said that, "I try to avoid using my stand aid, but the carers always explain that I need to be safe". We saw that a small number of people were declining aspects of their care due to previous negative experiences, however they were accepting support in other areas particularly from familiar and trusted staff. The management team were receptive to our suggestion to use the established relationships between regular staff and individuals in order to encourage engagement and build confidence in accepting support. Overall, we assessed that people could be confident that the service was prioritising their health and wellbeing.

Staff were well trained. The management team were ensuring that staff undertook important training to undertake their caring role and that they kept up-to-date with refresher training. Training levels were high and included specialist training specific to the needs of people being supported. We observed staff utilising their training to provide care in a safe way, including following best practice guidelines in infection prevention control guidance, medication administration, and safe moving and handling practices. People could be confident that staff had the right knowledge to provide their care and were competent.

How good is our staff team?

4 - Good

We evaluated this key question as good. There were important strengths which impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service was striving to recruit staff well. The managers were committed to good recruitment but had experienced difficulties in obtaining references from former employers. Although they were following this up, there had been delays in receiving all of the requested references. We discussed with the management team how they could improve their approach to recruitment to ensure that this important safeguard was completed before new staff commence employment with All Care Services. Although the service was mostly following safer recruitment guidance, people could not be fully assured that the service had completed all steps to ensure their care staff were recruited appropriately. We have made an area for improvement (see area for improvement 1).

People were confident in their team, particularly where there were consistent staff offering their care and support. We heard that people had small teams of consistent care workers. Many people had only a small number of staff working on their team that they were getting to know. One person told us, "[It is a] reliable and professional service provided with regular carers rostered to provide continuity and consistent standards". While someone else said, "All Care Services Ltd has been nothing but a pleasure. They turn up on time, carers are pleasant, and as we have the same ladies coming in, have gained trust and good relationships".

When we spent time with staff providing care, we observed that the staff team knew people well and had developed trusting relationships with the people they were caring for. Interactions were kind and personal. People were experiencing consistent care from staff who they knew well.

Staffing arrangements were planned to meet people's assessment needs. Although staff had time to provide compassionate care, we saw limited travel time for staff which meant there was a risk of them being late or feeling rushed. When we spent time with care workers, we observed that this was having minimal impacting on people's care and support but this could become difficult if people's needs change or as the service grows. We encouraged the management team to look at the organisation of visits, including travel time, and use data available on their electronic monitoring to plan and organise care. We will look at progress at future inspections.

There was a culture of support. Staff reported that they enjoy working with each other and were well supported by the management team through supervision, spot checks, and team meetings. Many staff told us of the positive support, with one who said, "Management is easily accessible, we can raise concerns during calls, thus making it easier for us to deliver the best care to our service users". People could be confident that they were receiving care from staff who had opportunities to reflect on their practice and focussing on providing good care and support.

Areas for improvement

1. To promote good standards of practice, the provider should ensure that people can be confident that staff have been recruited safely.

This should include, but not be limited to, following safer recruitment guidance, ensuring that staff do not commence employment until all pre-employment checks, including appropriate references, are completed. The service should also record recruitment decisions, including completion of individualised risk assessments where appropriate.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

How well is our care and support planned?

4 - Good

We evaluated this key questions as good. There were important strengths which impacted positively on outcomes for people and clearly outweighed areas for improvement.

Everyone had a personal plan and risk assessments in place. People had a copy of their personal plan in their home. We heard from family members that the service was discussing and reviewing their loved one's care regularly. People could be confident that they were involved in planning their care.

Plans were focussed on broad care tasks and identified the main areas of care required. They did not capture people's personal preferences or offer staff direction on how to offer personalised care to each person. We also observed that while staff had recognised changes in people's circumstances and care needs, their plan had not always updated. Although there were many staff who knew people well, there was a risk that new or unfamiliar staff would not have sufficient information to provide personalised care. We made an area for improvement and will follow this up at the next inspection (see area for improvement 1).

Areas for improvement

1. To improve the quality of information for staff, the provider should ensure that personal plans and risk assessments are individualised and reviewed on a six-monthly basis or more frequently as people's needs change.

This should include, but not be limited to, details on what support is required and how to offer this, respecting people's preferences and wishes. Risk assessments should encompass all risks that are present for people and contain details of how to support, minimise, and manage areas of risk.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 3.07).

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?	4 - Good
3.1 Staff have been recruited well	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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