

## LTS Social Care Services Housing Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
2 October 2025

**Service provided by:**  
Lothian Trading Services Ltd

**Service provider number:**  
SP2017012920

**Service no:**  
CS2017360261

## About the service

The service provides care at home to adults in Edinburgh with its office based at Shandon. The service was registered with the Care Inspectorate on 3 July 2018 and managed by Lothian Trading Services Ltd. At the time of the inspection the service offered care and support to 74 people.

## About the inspection

This inspection took place on 24 and 25 September 2025 after 24 hours notice to the service. The inspection was conducted by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service, this included previous inspection findings, information submitted by the service and intelligence gathered.

We evaluated how well people's health and wellbeing was supported as well as the quality of staffing.

To inform our evaluation we:

- spoke with nine supported people and six relatives and received 10 questionnaires
- spoke with eight care staff, two office staff and two managers and received three questionnaires
- spoke with three professionals working with the service.
- observed how well care staff supported people
- visited the office to see how it was run
- reviewed documents and electronic records.

## Key messages

- People were very satisfied with the quality of the care and support received.
- People experienced a consistent staff team who knew them well.
- Staff interacted warmly and respectfully with people and were able to assist people who were anxious in a caring and calming way.
- The planning of the support visits was organised and significantly late or missed visits were not an issue.
- Staff were well supported by observing staff competence and regular face-to-face supervision.

## 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 evaluated the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

Staff interacted warmly and respectfully with people and knew their history, routines and preferences. People did not feel rushed by staff when being supported. People were supported to communicate in a way that was right for them, at their own pace. Staff would assist people who were anxious in a caring and calming way. This meant people could build trusting relationships at the service.

People experiencing care said:

"I feel very well cared for from head to toe."

"They use the hoist...absolutely happy with their technique and always two of them there."

"They are very, very good and do their best with me."

Relatives' comments included:

"I can have a laugh and joke with them as I know them quite well and are very respectful to me, they have taken a weight off my shoulders."

"He is now so relaxed with the care staff, I can relax, they are looking after him well."

Care and support were carried out in a dignified way with personal preferences respected. Techniques used to assist people to mobilise were undertaken in a safe and reassuring way. We observed and people told us that staff used gloves and aprons appropriately. People were asked what they wanted to eat and meal preparation was competent. Staff cleaned and tidied up after themselves. Medication administration was organised and had regular audits by management which ensured that people experienced safe and effective medication. People were supported and cared for sensitively by staff who effectively responded to any signs of deterioration in their health and wellbeing. Six monthly reviews (as required by legislation) were taking place with people experiencing care and their relatives. This ensured that personal plans remained right for people as their needs change and to make sure that everyone has the opportunity for their views to be heard.

## How good is our staff team?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the staff support.

Staff recruitment processes were thorough. Staff reported good support available from their managers which were easily accessible. There were frequent quality checks by management about observing staff competence in people's homes. Staff had regular face-to-face supervision regarding their performance and development. This ensured people experienced good quality care and support based on relevant guidance and best practice.

The planning of the support visits was organised and significantly late or missed visits were not an issue. People were being told, in writing, the visit times and how long they were and could have access to electronic records of visits. Staffing arrangements worked well with no agency staff being used, therefore people experienced a consistent care team. We observed that staff worked together well, in a positive and engaging manner. Staff had time to provide support with compassion and engage in meaningful

conversations. This ensured people benefited from a warm atmosphere because there are good working relationships.

People experiencing care said:

"Most of the time it is the same folk...always a good laugh and that."

"Most of the carers are the same, so I get to know them and get a rapport with them."

Relatives' comments included:

"Care staff go above and beyond and are quick at spotting any issues; any problems or worries the office will call me, the staff in the office are second to none."

"If there any problems they will tell me."

"They have a good relationship and know about the family too, so can chat about family and can reminisce too with old photos."

## 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
1.1 People experience compassion, dignity and respect	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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