

J.C. Michael Groups Ltd Housing Support Service

31 Sandport Street
Edinburgh
EH6 6EP

Telephone: 01315 549 771

Type of inspection:
Announced (short notice)

Completed on:
16 October 2025

Service provided by:
J.C. MICHAEL GROUPS LTD

Service provider number:
SP2012011970

Service no:
CS2019373337

About the service

J.C. Michael Groups Ltd is registered to provide a housing support and care at home service to people in their own homes. The service currently comprises of two teams who cover Edinburgh and Fife. Support ranges from a few hours a week to 24 hours a day.

The provider of the service is J.C. Michael Groups Ltd who are a national provider of care services.

At the time of the inspection, the service was providing care and support to 189 people.

About the inspection

This was a full inspection which took place from 7 October 2025 to 14 October 2025. We visited the service office on 7 October 2025 and observed people being cared for in their homes on 8 and 9 October 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:

- met with six people using the service
- spoke with 11 representatives of people using the service
- considered questionnaire feedback from 48 people using the service and their representatives
- spoke with 16 members of staff and management
- considered questionnaire feedback from 20 further members of staff
- observed practice and daily life
- reviewed documents
- spoke with visiting health and social care professionals

Key messages

- People's health and wellbeing outcomes were being met.
- People were supported to be as independent as possible.
- People were supported by staff they knew well and had positive relationships with.
- Staff received training that was appropriate to their role.
- Staff worked well together and were supported by a competent leadership team.

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. We evaluated the performance of the service under this key question as very good.

People experienced very good health and wellbeing outcomes as a result of their care and support. Staff interactions with people experiencing care were warm, encouraging and focussed on promoting people's independence. Care was delivered at a pace appropriate to each person experiencing care. People were comfortable because they were being supported by staff who knew them well.

Rotas were consistent which meant that people were being cared for regularly by the same members of staff. Staff knew people's history and interests which helped create conversation during care visits. This meant that trusting relationships were formed between people and the staff who cared for them. One family member commented:

"(my relative) is very comfortable when (the carer) comes in. They understand each other and they even miss (the carer) when (they're) on holiday".

People were communicated with in ways that confirmed staff knowledge of people's communication preferences. Personal plans detailed information about people's care, support and preferred routines. This ensured care was delivered smoothly and in accordance with people's wishes.

Relatives we spoke with confirmed that they and their loved ones were treated with compassion, dignity and respect. One relative told us:

"they have been wonderful... they get on very well with my (relative) as well. It feels normal with them coming in now - they're incredible in fact. They have made a great effort to get to know my (relative). They're amazing".

People's health benefitted from very good engagement with other health services. People were regularly in touch with social workers, GPs, district nurses, occupational therapists and a wide range of clinical specialists. Staff spoke positively of working in partnership with other health and social care agencies. This multi-agency approach helped people keep well and ensured their health needs were being met.

Medication systems were very good. People's use of medication was regularly reviewed and audits of medication practices were regularly carried out by seniors in the service. Staff had received training in the administration of medication which helped them gain confidence in their practice.

Personal plans clearly detailed how people's health and wellbeing needs would be met. Goals that people had chosen to achieve were clearly detailed. Risk assessments were completed when required which focussed on people's abilities. This ensured a positive risk taking approach which promoted people's independence.

Health and social care professionals we spoke with praised the service for their work in caring for people and how this helped people maintain their independence. Speaking about the team, one professional commented:

"the carers are always very polite and nice. They have a good reputation among a lot of social workers and families. Reviews I've carried out have seen a lot of really positive feedback about the service as well".

How good is our staff team?

5 - Very Good

We found significant strengths regarding the staffing of the service and how this supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

Strong recruitment process were in place to reduce the risk to people experiencing care and support. Staff were supported to register with the Scottish Social Services Council (SSSC). Staff were also supported to undertake professional qualifications to maintain their SSSC registration. Induction processes ensured that staff were regularly assessed to make sure they were appropriately trained to begin providing effective care and support to people.

Staff completed training that was relevant to their roles. This included training that was specific to understanding the needs of people being supported and cared for. Staff told us the training they received helped them to carry out their work effectively. Training records were kept which evidenced that training was up to date. People experienced care and support from well trained staff who were knowledgeable about their health related issues.

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in supporting and caring for people. Staff spoke positively of their work and told us they were proud to work in the service. This demonstrated a commitment to both the service and the people they were supporting and caring for. People experiencing care and support along with their relatives spoke favourably about the staff team. One family member commented:

"carers are really caring and compassionate and it's good to see that. Even when (my relative) was in the hospital, they would send us a text saying that they hope (they're) OK and they are thinking of (them). I would say they go above and beyond".

Arrangements for the one to one supervision of staff were in place. Staff spoke positively of the supervision process and told us they were free to seek support with any issues they faced. Observations of staff practice were in place to ensure care delivered met people's needs. Staff also engaged in an annual appraisal process. Team meetings gave staff a further opportunity to discuss any issues they experienced and to contribute to the development of the service. This evidenced that staff were valued by leaders in the service.

Communication systems within staff teams were very good. Staff felt they were never alone in decision making and that a supportive presence was always available for them. Staff reported that they felt equipped to do their jobs to the best of their ability. Leaders promoted a positive and supportive culture within the staff team. One staff member told us:

"(we) get a lot of compliments from office staff. They always email us saying they appreciate what we are doing".

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

To ensure care and support consistently informs all aspects of the care and support people experience and in the way the person prefers and needs, the provider should ensure care plans hold sufficient information. This to include (but not restricted to) the following:

- information on current health conditions which is relevant to the care being provided;
- how mobility support is provided, including what and how equipment is used;
- how medication support is provided, where medication is stored, how the person likes to take their medication;
- support with eating and drinking;
- oral hygiene;
- how to undertake tasks incorporating people's routines and preferences;
- how to communicate and respond to people experiencing care who have communication difficulties, cognitive and mental health issues and other communication conditions;
- people's life history and background (where agreed) to enhance trusting relationships.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

"My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15),

"My care and support meets my needs and is right for me" (HSCS 1.19) and

"My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected" (HSCS 1.23).

This area for improvement was made on 7 August 2024.

Action taken since then

Information held in people's personal plans had significantly improved since the previous inspection of the service. Information was detailed regarding people's health conditions, mobility, use of medication, eating and drinking support, oral hygiene, routines and preferences, communication and life history. This meant that better relationships were built with staff and that care and support was tailored to people's needs.

Managers were also regularly auditing people's personal plans which resulted in suggestions for improvements being made. This showed that the service was responsive to people's changing needs.

This area for improvement had been met in full.

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.