

Purple Nest Homecare Support Service

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Type of inspection:
Unannounced

Completed on:
16 October 2025

Service provided by:
Kinward Group Ltd T/A Purple Nest
Homecare

Service provider number:
SP2023000288

Service no:
CS2024000122

About the service

Purple Nest Homecare is registered to provide a care at home service to people living in their own homes and within the community. The head office is based in Glasgow. At the time of inspection services were being provided to people in the Glasgow area. The service offers individually tailored support ranging from care at home, companionship, household support, emergency care and overnight support. At the time of this inspection there were two people receiving support from the service.

About the inspection

This was an unannounced inspection which took place between 14 and 16 October 2025 between 09:30 and 16:00 hours. One inspector carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with two people using the service
- spoke with two staff
- observed practice and daily life
- reviewed documents.

Key messages

People using the service received high quality and consistent care and support.

Systems in place supported effective quality assurance and helped drive improvement.

People were supported to achieve good outcomes that were meaningful to them.

People were supported by the right number of staff at times that were convenient to them.

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?	4 - Good
How good is our leadership?	3 - Adequate
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?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Purple Nest Homecare demonstrated compassion, respect and dedication to provide a good quality service for people which encompassed the Health and Social care standards in their everyday practice. The service made a meaningful difference by supporting people to achieve personal outcomes and maintain independence. As the service is small people experienced support from the same staff member. This contributed to the development of positive and supportive relationships that led to good outcomes.

People were complimentary about the service provided by Purple Nest Homecare. One person told us "They have made a massive difference in my life they help me to feel connected". As a consequence of the support they received, people were able to remain independent for as long as possible and continue to stay at home. People said that being able to get some help around the house, companionship and getting out into the community has made such a positive difference.

The service provided support that contributed to people being able to remain connected to their local communities. Staff had received training to assist them in their role, including training to support people safely manage their medication.

The medication policy was clear and outlined expectations of staff which supported their practice. People were supported with their medications well, through clear communication, appropriate support, and recording when medications were given. This evidenced that the service promoted people's health and wellbeing.

When managing individuals' finances, it is essential to maintain accurate transaction records. Although the service had a robust finance policy in place, it was not consistently recording financial transactions for some of the people it supported. (See Area for Improvement 1).

Each person had a care plan that was person-centred and contained detailed information to guide staff. These were regularly updated in accordance with people's changing needs.

Areas for improvement

1. When handling money on behalf of individuals, it is essential to follow Purple Nest Homecare finance policies and maintain accurate records of all transactions.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "If I need help managing my money and personal affairs, I am able to have as much control as possible and my interests are safeguarded" HSCS 2.5).

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate because while there were some strengths these just outweighed areas for improvement.

The provider had invested in systems to help monitor and drive quality and improvement at the service. Whilst improvement activities were based on improving the service for the small number of people being supported, we acknowledged that this provided a good infrastructure to support any future service expansion.

The provider shared their improvement plan with us. We could see that they had identified their key improvement priority areas and the action they planned to help drive improvements in those areas. Due to the small scale of the service, there has been limited opportunity to gather feedback from people, staff and other stakeholders to help shape the improvement plan, but management recognised the importance of capturing this information to help identify areas of growth and drive service improvement.

An external audit was completed to assess quality assurance, establishing a baseline for improvement. The audit echoed inspection findings, identifying key areas for example developing management and leadership skills. It was reassuring that the areas where we thought the service could improve were echoed in the audit. This ensures people benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

There were systems in place to monitor accidents, incidents and complaints. At the time of this inspection there had been none to report on. We identified that a change of manager notification had not been submitted to the Care Inspectorate. The management team must ensure that all notifiable events are promptly reported to the relevant statutory agencies and stakeholders to enhance the delivery of safe, appropriate care. Management recognised the importance of this and were able to make the necessary updates to their registration during inspection.

Staff were receiving regular supervision to help assess any learning and development needs they had and to provide guidance and support. There were opportunities for staff to come together with their peers at team meetings. From the minutes of those we sampled we could see that a range of topics were discussed to support staff in their role and drive improvements.

Observation of practice helps ensure staff competence and identify development needs. Medication observations were carried out but limited to tick boxes, having more descriptive questions would allow for more narrative to be captured which would help identify strengths and areas for development. This would give staff an opportunity to reflect on their practice. The service recognised the need to expand this to include infection prevention and social interactions. Introducing a comprehensive observation form that captures all key areas, including examples of good practice, would help protect time for observations and support consistent, high-quality care. (See Area for Improvement 1).

Areas for improvement

1. A comprehensive observations of practice should incorporate medication observation, infection prevention and social interactions. Observations should include more detailed descriptions of staff actions, with opportunities for reflective input from managers, staff, and people experiencing care.

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

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People were supported by familiar staff, with consistent staffing and the right number of carers at the right time which promoted effective care and meaningful relationships. At the time of inspection only two people were receiving care, this meant that care could be flexible to meet individuals needs. Visits were planned weekly in advance and considered both staff and people experiencing care.

Staff were recruited safely in line with national guidance with appropriate checks, references, and professional registrations. Training provided by the service was thorough and promoted in person courses and e-learning. Management shared they would benefit from management and leadership training to help further their knowledge. This will continue to ensure high standards of care is delivered for people.

While supervisions were taking place, they were not always conducted regularly or consistently recorded. This is something management agreed with and understood the importance of. Introducing a standardised format with set agendas would help strengthen staff wellbeing, professional development, and reflective practice.

Staff wellbeing was valued there was a safe staffing and wellbeing policy in place. The service promoted an open-door policy promoting the opportunity for staff to come in and speak with management. Staff also had access to an Employee Assistance Programme which offered counselling and wellbeing assistance.

How well is our care and support planned?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Care plans contained detailed information on people's physical, mental, and emotional health. Care plans provided staff with clear guidance on how to support people effectively. Plans were personalised and focused on what the individual needed and wanted to achieve from their support, which demonstrated the person-centred nature of the service.

It was evident that people had been involved in developing their care plan. Initial assessments were carried out prior to support commencing, providing a useful snapshot of individuals' needs and associated risks. Once populated into a care plan it was then taken back out to the person to check over and sign. These assessments are essential for all people and form the foundation for developing more detailed and personalised care plans as relationships and understanding of the individual develop.

We saw from risk assessment that were completed that the provider worked in a risk enabling way identifying any potential risks and supporting people's informed decisions. As people were new to the service reviews of the support people received had not yet taken place. Reviews provide an opportunity to ensure that the support provided is effectively meeting people's needs. Management were able to demonstrate their knowledge of reviews and the timescales in which these should be completed.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	3 - Adequate
2.2 Quality assurance and improvement is led well	3 - Adequate
How good is our staff team?	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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