

Call-In Homecare Ltd - East Lothian Support Service

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Type of inspection:
Unannounced

Completed on:
16 October 2025

Service provided by:
Call-In Homecare Ltd

Service provider number:
SP2004007104

Service no:
CS2014329160

About the service

Call-In Homecare East Lothian is a care at home service for adults based in East Lothian.

The provider, Call-In Homecare Ltd has been registered to provide care at home services to adults since 4 March 2015.

About the inspection

This was an unannounced inspection which took place on between 29 and 16 October 2025. The inspection was carried out by an 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 6 people using the service and 4 of their family
- Spoke with 7 staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

- People experienced warm and compassionate care.
- Staff worked well as a team and were ensuring people received the care and support they needed.
- The office team were regularly providing care because there were not enough care workers. The senior management team were committed to supporting improvement in this area.

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

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.

We observed, warm and compassionate interaction between staff and people. Many people describing that they had developed positive relationships with their established staff team, which had supported them with their health and wellbeing. Other people described that some temporary staff required guidance on what to do, which was frustrating at times. This meant that people experiences better outcomes with staff who knew them well.

Staff clearly understood their role in supporting people with their health and wellbeing, describing how they ensured people were receiving the right support and advocating for people in terms of their changing care needs. This ensured that people were getting the right care and support.

The service had developed positive relationship with external healthcare providers which had supported the health and wellbeing of people. Ensuring that people were accessing the right services when they needed to.

Personal plans were detailed regarding people's care needs and medical conditions, however some were not updated, audited or reviewed regularly. This meant that some information or changes to people care and support were not consistent within their personal plans. We discussed this with the manager, who agreed to prioritise updating people's information.

People were being supported well with their medication, dependent on their wishes and needs. This was being managed safely using an electronic medication recording system. Managers monitored this regularly ensuring that medication was administered appropriately. This meant that people could be confident that their medication was being managed well.

Mealtimes were relaxed and unhurried. People were supported with drinks, snacks and meals during their support time. We observed staff supporting people to make choices of what they would like to eat and drink. This meant that people's preferences were respected.

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses

The office team knew people very well and were supportive to the staff. People receiving care and support expressed confidence in speaking to the manager, trusting they would make every effort to assist.

During the last inspection, we noted that the manager and staff were making considerable efforts to ensure everyone received appropriate care and support, despite facing significant staffing challenges.

While the service had prioritised recruitment, progress was limited due to a difficult employment market. The office team continued to step in regularly to deliver care, ensuring that individual's needs were met. We were encouraged to see that care and support remained a priority and that the management team had a strong understanding of the people they supported.

However, this focus came at the expense of other areas of the service. We discussed this with the manager and senior management team, who expressed commitment to making improvement. We were reassured by their intention and action plan but acknowledged that meaningful change would take time. In order to support the service to make these improvements, we have made an area for improvement which we will follow up at the next inspection. (See area for improvement 1).

Areas for improvement

1. To ensure people's health and the wellbeing of staff and people, the provider should ensure that quality assurance and leadership tasks are prioritised by managers.

This should include but not be limited to ensuring that managers are not regularly delivering direct care and support, to enable staffing and quality assurance processes to be completed.

This is to ensure that care and support is consistent with the Health and Social Care Standard (HSCS) 4.19 which state that, "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes".

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 staff that they generally knew and had been matched well with them. Where possible staff were engaging in meaningful conversations with people. This supported people to develop trust in their staff team.

Permanent staff were flexible in changing their support to meet the needs of people and the service, however at times this impacted negatively on staff. The service was lacking in permanent established staff, and frequently used temporary staff. Managers were actively involved in the care and support of people to cover staffing gaps. This had enabled them to develop good relationships with people and have a good understanding of their care needs. However this was impacting on the managers' ability to manage all aspects of the service. We have made an area for improvement in 'How good is our leadership?' within this report.

Some people described that staff did not always arrive at the agreed times to provide their care. This had the potential to impact on people's personal outcomes and daily lives. However people we spoke to were understanding of this and were overall happy with the care they experienced. We discussed this with the manager who agreed that people should receive their care and support when expected, and that they would ensure that any changes in their support should be communicated to people quickly. We will follow this up at our next inspection.

Staff described communication within the team as good, with generally good communication from the office. Some staff were frustrated at a lack of information when they had expressed concerns regarding people's wellbeing. This meant that communication was at times lacking in consistency and had the potential to impact on people's health and wellbeing.

Staff used the electronic system to record the support they had provided for people, which supported staff to have insight into the person's health and wellbeing, however staff did not have an opportunity to meet to discuss their practice or share experiences with their peers. This meant that staff could not benefit from the guidance of people within their team, and ensure consistency of care for people.

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

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