

Tanshe Care Services Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
22 October 2025

Service provided by:
Tanshe Limited

Service provider number:
SP2015012564

Service no:
CS2019377412

About the service

Tanshe Care Services are registered to provide care at home and housing support. The office is based in Midlothian.

Tanshe Care Services (referred to as "Tanshe" in the body of this report) aim to provide person-centred, individualised and holistic service which enhance the experiences of all people they support.

Tanshe Care Services offer person-led domiciliary and housing support services that seek to enable people who experience care to achieve their identified support outcomes.

Care is provided on a 24-hour basis, all year round, subject to commissioning.

About the inspection

This was full inspection took place between 15-22 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: spoke with with twelve people using the service and five of their family members. We also spoke with staff and management, undertook a series of home visits, observed practice, reviewed documents and spoke with three involved professionals.

Key messages

Care was provided by consistent staff teams. This helped build effective support relationships.

Some personal plans and risk assessments needed updates in order to show that care planning remained current and relevant.

There was good partnership working with involved professionals and with people and their families. This contributed to positive outcomes.

The service needs to develop aspects of contingency planning in anticipation of providing care in adverse weather.

Staff were supported to register with the Scottish Social Services Council and undertake relevant training associated with membership of this regulatory organisation.

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 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 the service's overall performance in this key question as good. This meant positive outcomes for people significantly outweighed areas for improvement.

People consistently told us that staff worked with kindness, respect and empathy. They never felt rushed during care delivery and advised us that communication with staff and managers was effective. There was a consensus that people felt empowered to direct their care in a manner that supported good person-led support outcomes.

Staff clearly knew people well. They used their knowledge and insight effectively, knowing when changes in people's presentation necessitated referral for intervention from medical practitioners, assessment for additional support time or aids and equipment. We noted the service were proactive when external professional involvement was required. This reassured us care was responsive and helped meet people's health and wellbeing outcomes.

Medication was administered as per prescriber's instruction. However, we highlighted areas for development around following best practice guidance around medication support and medication administration devices supplied by families. We also noted an area for development around as required medication protocols. We requested that the service provide clear guidance for staff around medication administration.

We considered how the service managed the provision of care and contingency planning in event of challenging circumstances and adverse weather. The service should develop its approach to ensuring care is delivered, particularly in rural and remote areas where they operate.

Where there are operational obstacles, Tanshe should engage with commissioners and statutory agencies pro-actively. We made an area for improvement around contingency planning and care delivery.

The service worked in close partnership with people, their family representatives and healthcare professionals to delivery positive well-being outcomes for some people with complex support needs. Staff undertook bespoke training and followed detailed guidance in order to facilitate safe care delivery. We recognised clear strength in this aspect of support provision.

Areas for improvement

1. The service should ensure that they develop contingency planning in order to anticipate and respond pro-actively to adverse circumstances which might impact on care delivery.

Health and Social Care Standards-My Support, My Life

3.18 I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty.

How good is our staff team?

4 - Good

We assessed the performance of the service in this area as good. There were important strengths, with some areas for improvement.

Staff were safely recruited, in line with best practice guidance. This meant that workers at Tanshe Care were suitably vetted for work with people who experience care.

All the staff we met were able to identify values and approaches to providing care that aligned with the Health and Social Care Standards, and the service provider's aims and objectives.

People and their families consistently described staff as an asset to the service, indicating that care was provided with an emphasis on kindness, respect and partnership.

There was a good consistency of staff providing care. People welcomed having a regular core team of workers. This consistency helped build relationships and contributed to positive support outcomes.

Staff were well trained, undertaking a range of mandatory learning, as well as some expert led bespoke training associated with complex needs. This helped staff deliver care effectively.

Managers undertook observations of staff practice and competency evaluations. This helped ensure that they had insight into staff's abilities and skills. The outcomes associated with competency and observations was well documented. However, the matrix used to record the frequency of these evaluations needed development. This would help evidence the regularity with which these checks were undertaken.

We found an area for improvement around staff training and managing complex care for people with stress/distressed presentation. In order to ensure safe care outcomes for people we made an area for improvement around staff training.

Areas for improvement

1. The service should ensure that staff working with people with complex stress and distressed presentation have undertaken training which supports safe and effective care delivery.

Health and Social Care Standards -My support, my life

3.14 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.

3.25 I am helped to feel safe and secure in my local community.

How well is our care and support planned?

4 - Good

We evaluated the service's overall performance in this key question as good. This meant positive outcomes for people significantly outweighed areas for improvement.

People and their families told us they were involved in the initial assessment of their care needs. They advised they felt consulted and empowered to direct their support on a day-to-day basis. Support plans reflected this with a good level of personalised information around people's daily routines, choices and preferences.

Some personal plans and risk assessments needed updating to reflect people's current circumstances.

Risk assessments needed more detailed guidance around managing aspects of complex support, as well as people's stress and distress.

Personal plans and risk assessments should be routinely updated in order to ensure that they reflected people's current care needs. The date of any updates and the author of the documentation should be clearly indicated.

Service reviews were being convened, with a consistently good focus on discussion around the quality of staffing. However, there was variation in the overall quality of reviews, particularly around evaluating outcomes arising from support. In addition, review should be undertaken at a minimum of six monthly intervals, or as and when people's needs changed.

We made an area for improvement around personal plans, risk assessment and service review.

Areas for improvement

1. Service reviews should be convened at a minimum of six monthly intervals, or as and when people's needs change. Review should place a greater evaluative focus on the outcomes arising from care delivery.

Personal plans should be maintained and accurately reflect people's circumstances.

Where risk is identified, there should be a clear risk management response, in order to guide staff and promote effective care outcomes.

The author of the personal plan should be clearly indicated.

Health and Social Care Standards, My Support-My Life

1.15 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.

2.17 I am fully involved in developing and reviewing my personal plan, which is always available to me.

3.18 I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty.

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 staff team?	4 - Good
3.1 Staff have been recruited well	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	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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