

Curam Health Solutions Ltd Housing Support Service

19 Nethershiel Crescent
East Calder
Livingston
EH53 0GL

Telephone: 07988696241

Type of inspection:
Announced (short notice)

Completed on:
7 November 2025

Service provided by:
Curam Health Solutions Ltd

Service provider number:
SP2023000370

Service no:
CS2024000163

About the service

Curam Health Solutions Ltd provides care at home and support services to people living in their own homes within the community. The service has been registered with the Care Inspectorate since 24 April 2024 and is a privately owned company.

The service is registered to provide care in Midlothian, Borders, West Lothian, Dundee and Perth and Kinross local authority areas.

At the start of the inspection, there were 19 people receiving care and support from the service.

About the inspection

This was an announced (short notice) inspection which took place on 4, 5 and 6 November 2025. The inspection was carried out by one inspector from the Care Inspectorate.

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

In making our evaluations of the service we:

- spoke with four people using the service and five relatives
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- received feedback from three professionals involved with people who used the service.

Key messages

- People received dignified support with personal care and staff were compassionate, attentive and respectful.
- People and relatives told us that the management team were responsive and that communication was good.
- Staff worked well together and told us they felt valued, listened to, and well supported by the management team.
- Care plans contained detailed information about what was important to people.

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

People received dignified support with personal care and staff were compassionate, attentive and respectful. This meant that people felt valued by the staff supporting them. Staff showed patience and understanding, and demonstrated the principles of the Health and Social Care Standards in their day-to-day practice, and people's wellbeing was enhanced as a result.

People felt listened to because their wishes and preferences were respected. We saw that they were relaxed and comfortable in the company of staff. People spoke highly of the staff who supported them. They told us, "They are all very kind and respectful" and "They are all lovely, respectful, kind and caring. We are happy with the care and support provided". Relatives told us they were kept well informed and said, "The care is good and the staff are friendly and respectful" and "The team are fantastic".

Staff shared information appropriately when they observed changes in people's health or wellbeing. They knew when to involve health professionals, and did this without delay. There was a robust medication policy and process in place which adhered to good practice guidance. This meant that people could be assured that their support with medication was safe, appropriate and met their needs.

Professionals involved with people supported by the service told us they were very happy with the support provided to people and that staff acted upon any advice or guidance provided. One professional said, "This is a very supportive and caring service. They listen to what people want and adapt care to suit individual needs".

How good is our leadership?

4 - Good

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

The service had a range of policies and procedures in place to ensure compliance with best practice guidance and legislation. Audits were being carried out, including audits of medication recordings and the service were responsive to our advice about documenting these along with any actions taken or needed, which in turn could inform a service development plan.

The service also had plans to gather feedback from people and their relatives on a regular basis to ensure that support was being delivered in line with people's care and support needs and their wishes and preferences.

People and relatives told us that the management team were responsive and that communication was good. One relative said, "The communication and responsiveness of the manager is great. If there's an issue at all, I pick up the phone and it's dealt with".

Staff also felt well supported by the management team and told us, "They are always just a call away".

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.

Recruitment of staff was carried out in line with safer recruitment guidance. This meant that people could be confident that the staff who support and care for them had been appropriately and safely recruited. Training was good and there were regular supervisions and observations of staff practice. This meant that people could have confidence in staff because they were trained, competent and skilled, and able to reflect on their practice, and follow their professional and organisational codes.

The service were striving to ensure consistency of staff over a wide geographical area. They were committed to improving continuity and visit times to ensure people's needs and wishes were met at the right times and in the right way.

Staff worked very well together and told us they enjoyed working for Curam. They said they felt valued, listened to, and well supported by the management team.

The service were in the process of sourcing new ID cards for staff and took on board our advice to ensure paper or electronic photographic ID, including confirmation that they were employed by Curam, was issued to all staff in the meantime.

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 accurate and appropriate information to ensure staff fully understood the needs of the people they supported. They held detailed information about what was important to people, their preferences and wishes, and how they wished their care and support to be carried out. Appropriate risk assessments were in place. This meant that people could be confident that their support plan set out how their needs would be met, as well as their wishes and choices.

Regular reviews were being carried out to ensure that people were getting the right support to meet their needs and wishes, and care plans and risk assessments were updated with accurate information as people's needs and wishes changed.

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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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