

Grangemouth Carers Ltd Housing Support Service

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Type of inspection:
Unannounced

Completed on:
7 November 2025

Service provided by:
Grangemouth Carers Ltd

Service provider number:
SP2004006750

Service no:
CS2004080545

About the service

Grangemouth Carers Ltd provides a range of Care at Home and Housing Support services to people living in the local community and surrounding areas. The organisation is community owned with charitable, non-profit making status. There is a voluntary board of directors. The service can be contracted privately or through the local authority.

The service provides flexible packages of care and support to meet assessed needs. The range of services includes; personal care and support and sleepovers where required, support with domestic tasks, and shopping.

About the inspection

This was an unannounced inspection which took place on 4 and 5 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 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 ten people using the service, including responses to our pre-inspection survey and four of their family members.
- Spoke with fifteen staff and management, including responses to our pre-inspection survey.
- Observed practice and daily life.
- Reviewed documents.

Key messages

- Staff knew people well and shared information about any changing health needs with the appropriate professionals, when required.
- The service needed to ensure people were given the opportunity to be involved in making decisions about their physical and emotional wellbeing through their personal plans.
- Staff treated people with respect and kindness.
- The service needed to review staffing arrangements to allow the leadership team to focus on their role.

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

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.

Staff in the service understood their role in supporting people's access to healthcare. Staff knew people well and picked up on opportunities to improve people's health and wellbeing. They shared information with the appropriate professionals and family members or carers when required. As a result people experiencing care could be confident they would be assessed by a qualified person, who involves other people and professionals as required.

The service needed to ensure people were given the opportunity to be involved in making decisions about their physical and emotional wellbeing through their personal plans. We made an area for improvement about this at a previous inspection which will be repeated. (Refer to 'outstanding areas for improvement' for more detail).

Staff treated people with respect and kindness. One person said, "...they are all very nice and kind, they know me well." and a family member said, "Staff know my relative well and are very fond of them." People were offered choice and staff checked in regularly with them to make sure they had everything they needed. This meant people experienced warmth, kindness and compassion in how they were supported and cared for.

Medication management was safe and effective. People were supported to be as independent as possible with taking their medicines and staff respected people's preferences. People benefitted then, from a medication management system that adhered to best practice guidance.

How good is our staff team?

4 - Good

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

The service needed to recruit more staff. There was not enough staff to cover staff absences. The service was only managing to cover people's scheduled calls because the leadership team were regularly providing care and support, sometimes not having a day off within the working week. This meant the leadership team did not have enough time to focus on their management role and some things were slipping, for example, they were not able to keep up with arranging reviews of people's care and support. We discussed with the leadership team the unsustainability of this way of working and how it could affect outcomes for people, they agreed to focus on recruitment and staffing arrangements as a priority. We made an area for improvement about this (see area for improvement 1).

Staffing arrangements took account of people's needs and preferences. Staff understood their role and responded flexibly to changing situations to ensure people using the service received the care and support they needed. Some people liked to have a small amount of staff visiting them and others preferred to have more staff as they enjoyed the variety. Most people experienced consistency of staff and a small amount of people said they would like more consistency, but everyone said staff knew them well. One person said, "I am not always sure who to expect but this is not really a fault. Usually (name) is my main carer but I get

others too and they are all lovely." This meant people using the service could expect to be supported by a well informed staff team who understood their needs and preferences.

There was effective communication between staff. Staff were confident in contacting the leadership team if they were unsure about something or needed to ask a question. One staff member said, "You feel supported. If you are in a situation you are unsure about they will keep you on the right lines re what to do." Another said, "It is a good company to work for and you can talk to anyone about anything." And another said, "Everyone is lovely....this is my favourite job I have ever had." This meant people using the service benefitted from a warm atmosphere as there were good working relationships.

Areas for improvement

1.
To support people's health and wellbeing, the provider should focus on staffing arrangements and recruitment. In particular, this is to ensure:

- a) The leadership team have the time they need to focus on their management and leadership role in order to improve outcomes for people using the service, and
- b) Staffing arrangements allow for cover of staff absences.

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

'I experience stability in my care and support from people who know my needs, choices and wishes, even if there are changes in the service or organisation' (HSCS 4.15).

This area for improvement was made on 7 November 2025.

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

The provider should ensure that personal plans are reviewed with people they support and/or their representative at least once in every six monthly period or where there is significant change in the service user's health, welfare or safety needs.

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

'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' (HSCS 1.15).

This area for improvement was made on 23 February 2024.

This area for improvement was made on 23 February 2024.

Action taken since then

People should be fully involved in making decisions about their physical and emotional wellbeing through their support plan, with the opportunity to review this regularly. The service was completing some reviews of care but most people had not received a care review within the last year. This was because staffing arrangements meant the service was relying on the leadership team to regularly provide care and support instead of focusing on their management and leadership role (refer to 'How good is our staff team?' for more details).

We decided to repeat this area for improvement and will review it at the next inspection.

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
3.3 Staffing arrangements are right and staff work well together	4 - Good

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