

## My Care Grampian Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
7 November 2025

**Service provided by:**  
My Care (Grampian) Limited

**Service provider number:**  
SP2004004310

**Service no:**  
CS2003051777

## About the service

My Care Grampian works with adults, older people, people with a learning difficulty, physical disabilities and mental health illness.

It provides care at home and housing support to people in Aberdeen City and Aberdeenshire and within one sheltered housing complex in Aberdeen, offering short-term and 24-hour packages of care. Their main office is in Aberdeen, with a further office in Inverurie.

## About the inspection

This was an unannounced inspection which took place from 3 to 6 November 2025. The inspection was carried out by two inspectors from the Care Inspectorate.

This was a type 2 inspection, and we evaluated two key questions:

- 1.3: People's health and wellbeing benefits from their care and support
- 3.3: Staffing arrangements are right and staff work well together

There were no outstanding requirements or areas for improvement to follow up from previous inspections.

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

To inform our evaluations, we:

- spoke with 14 people using the service
- spoke with 11 family members
- spoke with 12 staff and members of the management team
- observed practice and daily life
- reviewed a range of documents
- spoke with three visiting professionals
- received feedback from 55 people and their families via online surveys
- received feedback from two external professionals via online surveys
- received feedback from 12 staff members via online surveys.

## Key messages

- Staff delivered compassionate care that promoted dignity, emotional wellbeing and trust.
- People benefited from consistent staff who knew them well and supported their individual needs.
- Staffing arrangements were responsive and person-centred.
- Staff demonstrated sensitive and compassionate approaches to end-of-life care.
- Training and supervision were robust.
- Safeguarding systems were robust, helping people feel safe and protected from harm.
- People received consistent care from familiar staff.

## 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?	5 - Very Good
How good is our staff team?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

## 5 - Very Good

We found significant strengths in the care provided and how this supported positive outcomes for people. Therefore, we evaluated this key question as very good.

People experienced care that was compassionate, respectful and dignified. Staff interactions consistently upheld the principles of the Health and Social Care Standards, promoting person-centred and rights-based care. One person said, "My carers are excellent and I love all of them," while a relative shared, "My father has a great team of carers who go above and beyond." As a result, people felt safe, valued and emotionally supported, which contributed to their overall wellbeing.

Care was delivered by consistent staff who knew people well, which was particularly beneficial for those living with dementia. A family member shared, "It's the same staff and for my mum, it reassures her." This continuity helped build trust and emotional security.

Staff responded sensitively to people's emotional needs. One person who had experienced bereavement said, "Staff have been so supportive, they know when I'm upset." Another shared, "I got a lovely welcome when I moved in." These examples demonstrated a compassionate and responsive approach that promoted wellbeing.

We saw staff going above and beyond their roles. For example, when a family member couldn't reach their loved one, the provider arranged a welfare visit. On another occasion, an office staff member sat with someone on their day off to offer comfort. These actions strengthened trust and emotional connection.

Care plans were generally accurate and reflected people's needs and preferences. However, two plan summaries had not been updated. While this did not impact outcomes due to staff's strong knowledge of individuals, the provider responded quickly and took appropriate action during the inspection to address these gaps.

People's views were actively sought and used to inform service improvements. Reviews were consistently undertaken, and leaders used a tracker to monitor progress, ensuring care remained responsive and person-led.

Staff recognised changes in people's health and acted quickly. For example, when someone experienced frequent falls, additional support was arranged to help reduce risk. In another instance, early signs of infection were identified, leading to timely treatment and improved wellbeing. A relative commented, "Staff are on the ball."

Medication systems were robust, and staff were confident in their roles. We were confident people received the right medication at the right time.

While most feedback was positive, one family raised concerns about staff not completing paperwork effectively and poor communication. This was addressed during the inspection, and the provider responded by implementing additional training to improve staff practice and strengthen communication.

The service had a clear and proactive approach to safeguarding. A robust tracking system gave leaders effective oversight and assurance that appropriate actions were taken. For example, door sensors had been installed to enhance safety. Accidents and incidents were well managed, with trends identified to inform preventative measures. As a result, people felt safe and protected from harm, which supported their overall wellbeing and reduced risks to their health and safety.

Staff demonstrated sensitive and compassionate approaches to end-of-life care. People were supported to make choices and maintain meaningful connections. One relative told us, "My dad's wishes were upheld. He died peacefully and was well looked after." Another said, "There was complete dedication from the staff team."

People were supported to maintain contact with loved ones, engage in social activities, and uphold their wishes at end of life. The use of technology, such as the PASS care planning system, helped families stay connected and reassured. One family member shared "I get live updates for my mum and feel part of her world".

### How good is our staff team?

**5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

Staffing arrangements were responsive and person-centred. The service used continuous assessment and feedback from staff and people to inform rotas, ensuring staff were well-matched to individuals. Feedback gathered from people using the service was acted on promptly, leading to improved confidence in the service.

A test of change demonstrated effective learning and improvement. When a training gap was identified, bespoke training was delivered and added to staff induction. Concerns about staff consistency were also addressed, resulting in improved outcomes for people.

Staff were motivated and passionate about their roles, contributing to a warm and inclusive atmosphere. One staff member said, "I love my job," while a family member shared, "The staff always go above and beyond." These relationships helped people feel valued and safe.

Staffing levels were sufficient, and staff knew people well. We observed compassionate interactions, such as staff chatting with someone who felt lonely, offering reassurance and emotional support. People described staff as friendly and engaging, with one person saying, "There's always banter and smiles."

Staff worked flexibly and collaboratively to maintain safe care. We heard examples of staff staying with people after a fall until help arrived, and planning care around individual preferences. One professional commented, "They always get in touch promptly and look for solutions." However, one relative felt communication could be improved, and this was raised with the leadership team during the inspection.

People received care from familiar staff, which helped build trust and consistency. One person described staff as "an extension of our family." Senior staff provided visible leadership, supporting their teams and identifying issues quickly. One staff member said, "There is always help and support if we need it."

The service respected people's preferences. Where someone was reluctant to accept support, familiar staff were allocated, promoting emotional wellbeing. A family member shared, "My mum took a while to settle, but the carers went above and beyond. She's very happy now."

Staff were described as reliable and consistent. People told us staff arrived on time and stayed for the full visit. Some people appreciated being informed when staff were running late, which helped them feel calm and reassured.

Staff not directly involved in care also contributed positively. We saw a non care member of staff compliment a resident, creating a moment of joy. Office staff were described as "patient, helpful and friendly," and annual check-in calls helped maintain connection and trust.

Staff received a robust induction, ongoing supervision, and bespoke training. A new training room supported practical learning, and a dedicated lead coordinated specialist sessions. Managers carried out formal observations and extended probation where needed, ensuring staff were confident and competent.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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