

# East Ayrshire Health & Social Care Partnership Care at Home and Housing Support Service (South Locality) Housing Support Service

Department of Education and Social Care Services  
Rothesay House  
1 Greenholm Road  
Cumnock  
KA18 1LH

Telephone: 01290 427 830

**Type of inspection:**  
Unannounced

**Completed on:**  
4 November 2025

**Service provided by:**  
East Ayrshire Council

**Service provider number:**  
SP2003000142

**Service no:**  
CS2011282270

## About the service

East Ayrshire Health & Social Care Partnership Care at Home and Housing Support Service (South Locality) is registered to provide a combined care at home and housing support service to people living in their own homes.

Support is offered to individuals within their own homes and five sheltered housing complexes, throughout the south locality of East Ayrshire; in towns, villages and rural communities.

At the time of inspection the registered manager was supported by four area leads, eight care coordinators and a team of community care officers.

There were 566 people being supported at the time of inspection.

East Ayrshire Health & Social Care Partnership Care at Home and Housing Support Service (South Locality) has its main office in Rothesay House, Cumnock

## About the inspection

This was an unannounced follow up inspection, which took place on 3 November 2025 between 10:00 and 17:00. The inspection was carried out by one inspector from the Care Inspectorate.

The inspection focused on one part of a requirement made during the previous inspection which took place in May 2025. However, part 1b of requirement required an extension until 31 October 2025.

Further commitment was required to develop the self-evaluation tool to support continuous improvement.

## Key messages

The service had made sufficient progress to meet this part of the requirement.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 31 October 2025, the provider must ensure that quality assurance, including self-evaluation and improvement plans, drive change and improvement where necessary.

To do this the provider must, at a minimum:

b) prioritise completion of the self-evaluation tool to gauge and track improvements required. 'How are we doing?', 'How do we know?' and 'What are we going to do now?'

This should be based upon the quality indicators within the improvement framework.

This should also be undertaken as a fully consultative exercise from which to build improvement priorities. This is to comply with Regulation 4 (1) (a) and (b) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

This requirement had been extended from 31 August to 31 October 2025.

**This requirement was made on 22 May 2025.**

#### Action taken on previous requirement

Team managers from both localities had worked together to look at the self-evaluation of our services. The completed tool had been populated with each manager contributing to the key themes of quality assurance findings.

It was pleasing to see ongoing work exploring how they are meeting these themes. This had helped the service to identify and track changes and improvements. This had also impacted positively on improving peoples outcomes and experiences.

#### Met - outwith timescales

## 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).

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.