

## Wilta Health Solutions Ltd Housing Support Service

Axwell House  
2 Westerton Road  
East Mains Industrial Estate  
Broxburn  
EH52 5AU

Telephone: 08002922975

**Type of inspection:**  
Unannounced

**Completed on:**  
18 November 2025

**Service provided by:**  
Wilta Health Solutions Ltd

**Service provider number:**  
SP2018013241

**Service no:**  
CS2022000255

## About the service

Wilta Health Solutions Ltd provides care at home and housing support services to people living in their own homes. The service is registered to provide support to people living in West Lothian, Midlothian, Fife and Falkirk.

At the time of the inspection the service was supporting 20 service users.

## About the inspection

This was an unannounced inspection which took place on 13 and 14 November 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 nine people using the service and seven of their relatives
- received feedback from 11 people via our survey
- spoke with six staff and management
- received feedback from 14 staff via our survey
- observed practice and daily life
- reviewed documents.

## Key messages

- People received compassionate and dignified support with personal care and staff were attentive and respectful.
- People benefitted from support, which was reliable and consistent, by a regular staff team who knew them well.
- Management were responsive to people's changing needs and addressed these without delay.
- Continuity and visit times were good, with staff attending at times suited to the people they were supporting.

## 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 leadership?	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?

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.

People received compassionate and dignified support with personal care and staff were attentive and respectful. Staff showed patience and understanding, and demonstrated the principles of the Health and Social Care Standards in their day-to-day practice. People were supported by a consistent staff team who knew them well, and were relaxed and happy in the company of staff. This meant that people felt valued by the staff supporting them and their wellbeing and sense of worth were enhanced as a result. People told us, "We've got to know all of the girls. They are all lovely, we have a good chat and they do their job well. I have a regular carer, and a couple of others. I am very happy with my care and support" and "We get on so well together and I look forward to them coming in".

Relatives told us that they were kept well informed in relation to the care and support planned and provided and that their relatives were cared for by staff who knew them well.

We observed gentle encouragement to eat and drink well where this was appropriate and we saw good practice and positive relationships in joint working with other professionals. Staff were observant of people's health needs and arranged support with this where needed without delay, ensuring positive health outcomes for people.

Staff practice in terms of medication and infection prevention and control was very good. Staff worked in an enabling way as much as possible, promoting choice and encouraging people to do as much as they could for themselves. This helped people maintain independence, strength and mobility. Support with medication was provided in line with best practice guidance and staff were appropriately trained and competent in delivering this support.

People were confident that if they had any issues they needed to raise, these would be dealt with. This demonstrated that people had confidence and trust in the service being provided to them.

## How good is our leadership?

4 - Good

There were several strengths that clearly impacted positively on outcomes for people and outweighed areas for improvement therefore we evaluated this key question as good.

Management were responsive to people's changing needs and addressed these without delay. This meant that people felt respected and listened to.

Quality assurance and audit processes were in place to monitor key areas and to direct improvements. These included audits of medication administration, accidents and incidents, supervisions and observations of staff practice. There was a service development plan in place and the service were responsive to advice about ensuring that this was informed by the outcomes from audits and feedback from people experiencing care.

There were a range of policies in place and staff working in the service felt supported, guided and clear in their job roles as a result of the responsive support from management and the range of training available to them. This contributed to a skilled workforce that was able to effectively review and improve on outcomes for people.

Communication between management and staff through team meetings was good.

Continuity and visit times were good, with staff attending at times suited to the people they were supporting, however, this was not always reflected on the scheduling system or in people's care plans. The service was responsive to advice on improving this so that any new staff members would be able to follow their schedule in order to ensure visits were carried out at the appropriate times.

## 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

To ensure medication administration is managed safely and in a manner that protects the health and wellbeing of service users. The provider should ensure:

- Medication Administration Records clearly indicate the medication, dose, and times of administration including any prescriber's instructions.
- Medicines are administered as instructed by the prescriber.
- Staff follow policy and best practice about medication administration records and documentation.
- Management undertake audits of Medication Administration Records, ensuring that audits generate an action plan for follow up of any issues around medication administration.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11); and

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 3 May 2024.

## Action taken since then

Information on Medication Administration Records (MARs) was clear and accurate and medication was administered as instructed by prescriber and clearly documented on people's MAR and Care Plan.

A medication policy was in place and staff adhered to best practice guidelines. Training and observations were in place and support with medication was documented appropriately for each level of support provided. There were competency observations for staff, and appropriate training which was up-to-date.

Management were undertaking audits of Medication Administration Records to ensure compliance of staff with best practice guidance.

This area for improvement was met.

## 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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

## 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 ਵਿੱਚ 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.