

Lilies Care Support Service

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Type of inspection:
Announced (short notice)

Completed on:
19 November 2025

Service provided by:
Lilies Care Ltd

Service provider number:
SP2023000472

Service no:
CS2023000424

About the service

Lilies Care registered with the Care Inspectorate on 14 December 2023.

The service provides care and support to older people in their home and in the community.

The service were currently supporting two people. One person in Renfrewshire and the other in Glasgow West End area.

About the inspection

This was a short notice inspection which took place on 18 November - 19 November 2025, between 10:00 and 16:45. 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 they registered. In making our evaluations of the service we:

- Visited one person using the service and spoke with their representative and with their carer. We spoke with the other person using the service by telephone. We also obtained feedback via a pre-inspection questionnaire from one family who had very recently used the service.
- Spoke with two staff and management, along with feedback via a pre-inspection questionnaire from one staff.
- Observed practice.
- Reviewed documents.
- Obtained feedback from one professional.

Key messages

- People and/or their representatives were respected and listened to because their wishes and preferences were used to shape how they were supported at home.
- Staff treated people with dignity and were respectful when working in people's own homes.
- People were very happy with the care and support provided by Lilies Care.
- Some improvement was needed around safe recruitment and training to ensure that people continued to have good outcomes.
- Personal plans had a good level of detail to guide staff around how best to care and support for each person.

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 and/or their representatives were respected and listened to because their wishes and preferences were used to shape how they were supported at home. They told us that there was nothing that the service could be doing differently and they were very happy with Lilies Care.

We obtained positive feedback from the two people and/or their representatives currently being supported by the service. One person they supported told us, "They're very good and very supportive", whilst representatives felt, "I am happy with Lilies Care" and "Everything is working very well".

People could be confident that they had an opportunity to ensure that all the necessary information had been shared. Time was taken by management to go out and meet with each person and their representatives to enable them to get to know each person and what was important to them. This enabled the service to get off to a successful start.

People benefitted from a consistent staff team who knew them extremely well. This enabled them to offer person centred care and support.

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.

Management engaged meaningfully with staff, people who used the service and their representatives, where appropriate. They took a collaborative approach to the planning and delivery of each care and support package. They intervened at the earliest opportunity to ensure that people experienced high quality care and support.

The aims and objectives of the service informed the care and support and how people experienced this.

People were confident to give feedback because they knew management would act quickly and use this information to help improve the service.

People could be assured that management were approachable and easy to contact should they need any changes to the agreed service. One person told us, "I am in regular contact with X (member of management), so I am able to ask anything", while another said, "I have contact details for management and have never had any issues contacting them".

The service had systems in place to monitor aspects of service delivery. They were now in a good position to develop and use these to meaningfully inform an ongoing, dynamic and responsive improvement plan to drive the future direction of the service.

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.

We received positive feedback about the staff from people they supported and/or their representatives. One person explained, "The carer is very good and they treat me as an individual", whilst a representative told us, "I would give staff five stars."

Staff treated people with dignity, and were respectful when working in their homes.

Overall, people could be assured that staff and volunteers were recruited following best practice guidance. We sampled individual files on the first day of the inspection, we found some gaps. We discussed these with management and the majority of these were resolved by the second day. However, improvement was needed around obtaining references prior to working with people (see area for improvement 1).

New staff received an induction when they started with Lilies and were expected to work through further training within their three month probation period. A meeting was held at the end of the probation period to decide if this probation had been successful or not. This was very basic and we discussed aspects to incorporate into this process to strengthen it. We felt assured that management were keen to listen to our suggestions and would take these forward. However, improvement was needed around ensuring that staff have completed all training allocated to them (see area for improvement 2).

Staff did not have any identification, including those that visited people at home. Whilst staff were currently introduced to people, these should be in place. Management assured us they would address this.

Lilies Care uses volunteers to work alongside staff. We discussed with management whether people and/or their representatives were aware of this. They assured us that they will ensure that this is clear to people and contained within their information they give to people and/or their representatives.

People using the service and staff benefited from a warm atmosphere because there were good working relationships. There was effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people.

Areas for improvement

1. To ensure that staff have been recruited following best practice guidance, the service should ensure that appropriate references are in place for staff prior to working with any service users.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am confident that people who support and care for me have been appropriately and safely recruited". (HSCS 4.24)

2. To promote good outcomes and to minimise the risk of poor outcomes, the service should ensure that staff have completed all induction training as expected by the provider's policy.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes". (HSCS 3.14)

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.

Personal plans were in place that included relevant risk assessments. There was a good level of detail within the plans to guide staff around how best to care and support for each person. These were available in each person's house for both them and staff to easily access.

The service had developed a supportive and inclusive approach to involve people and/or their representatives in the planning and delivery of care and support, where this was important to them.

Personal plans were reviewed with people and/or their representatives in line with legislation. This gave an opportunity to discuss any aspects of care and support that was working well and anything they would like to be done differently.

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
3.1 Staff have been recruited well	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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