

Eden Eagles Social Care Services Ltd Support Service

118 Saughton Mains Gardens
Edinburgh
EH11 3GU

Telephone: 07949534180

Type of inspection:
Announced (short notice)

Completed on:
19 November 2025

Service provided by:
Moreblessings Chauraya

Service provider number:
SP2022000139

Service no:
CS2022000194

About the service

The service provides care at home to adults in Edinburgh with its office based at Saughton. The service was registered with the Care Inspectorate on 22 July 2022 and the provider is Moreblessings Chauraya. At the time of the inspection this service offered care and support to four older people.

About the inspection

This inspection took place on 11 November 2025 after 24 hours notice to the service. The inspection was conducted by one inspector from the Care Inspectorate. We had previously inspected the service on 7 October 2025 where the service had been given three requirements regarding medication, essential training and up to date personal plans. This was a follow up inspection to check whether the requirements had been met.

Key messages

- Staff involved in medication administration were following policy and best practice regarding medication administration documentation.
- Essential staff training for medication administration and moving and transferring people had been completed.
- Personal plans accurately reflected all health and wellbeing needs with detailed and clear information about how people were supported.
- All three requirements had been met at this follow up inspection.

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 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

For this key question, a requirement was made regarding medication training and administration recording (see previous requirement one for more details).

A requirement was also made regarding training for moving and transferring people (see previous requirement two for more details).

How well is our care and support planned?

4 - Good

For this key question, a requirement was made regarding up to date support plans (see previous requirement three for more details).

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

Requirements

Requirement 1

By 10 November 2025, the provider must ensure that supported people experience safe and effective medicine administration and management in a manner that protects the health and wellbeing of service users.

In order to achieve this the provider must adhere to the following:

- a) All staff involved in medication administration to undertake appropriate training.
- b) All staff involved in medication administration to follow policy and best practice about medication administration documentation.
- c) Regular auditing of medication is undertaken which needs to include actions taken when medication errors occur.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This requirement was made on 9 October 2025.

Action taken on previous requirement

Essential staff training for medication administration and moving and assisting people had been completed.

Staff involved in medication administration were following policy and best practice regarding medication administration documentation.

The service had processes in place to undertake competent auditing of medication documentation and direct observations of staff competence.

This ensured that medication administration was safe and effective.

Met - within timescales

Requirement 2

By 10 November 2025, the provider must ensure that training for moving and assisting people is safe and effective.

In order to achieve this the provider must adhere to the following:

- a) Care staff to complete training on an annual basis.
- b) Training for moving and assisting people must have a practical element which includes the commonly used techniques and equipment.
- c) Care staff must only assist with moving and transferring people when they have been assessed as competent.

This is in order to comply with Section 8 of the Health and Care (Staffing) (Scotland) Act 2019.

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

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24)

'I have confidence in people because they are trained, competent and skilled, can reflect on their practice and follow the professional and organisational codes' (HSCS 3.14).

This requirement was made on 9 October 2025.

Action taken on previous requirement

Essential staff training for moving and transferring people had been completed. As is good practice, the training had a practical element which included the commonly used techniques and equipment.

This ensured that people could be confident that staff are trained, competent and skilled.

Met - within timescales

Requirement 3

By 10 November 2025, to support people's health and wellbeing, the provider must ensure that all service users have an up to date personal plan.

In order to achieve this the provider must adhere to the following:

- a) Personal plans to accurately reflect all health and wellbeing needs with detailed and clear information about how people are to be supported.
- b) Undertake reviews of personal plans every six months. The service should ensure that supported people are meaningfully involved in developing and reviewing their personal plans and involve people who are important to them.

This is in order to comply with regulation 4(1)(a) and regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with 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).

'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17).

This requirement was made on 9 October 2025.

Action taken on previous requirement

People's personal plans detailed each area of care, for example, mobility, and had personalised information about how best to support someone which was up to date. Six monthly reviews of personal plans, as required by legislation, were up to date with supported people and their relatives.

This is to make sure that personal plans remained right for people as their needs change and everyone had the opportunity for their views to be heard.

Met - within timescales

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 must ensure that supported people experience safe and effective medicine administration and management in a manner that protects the health and wellbeing of service users.

In order to achieve this the provider must adhere to the following:

- a) All staff involved in medication administration to follow policy and best practice about medication administration documentation.
- b) Regular auditing of medication is undertaken which needs to include actions taken when medication errors occur.
- c) As required medication should have clear documentation of when and why medication should be administered and if it was effective.
- d) Topical medication (to be applied on a person's skin) should have clear documentation of when, why and where the medication should be administered. This should include a map of the part(s) of the body where the medication is to be administered.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This area for improvement was made on 17 August 2023.

Action taken since then

Staff involved in medication administration were following policy and best practice regarding medication administration documentation.

The service had processes in place to undertake competent auditing of medication documentation and direct observations of staff competence.

The service had documentation regarding 'as required' medication and topical medication (to be applied on a person's skin).

This ensured that medication administration was safe and effective. This area for improvement has been met.

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 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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