

## Reliant Solutions Ltd Support Service

Sog Gyleview  
Gyleview House  
3 Redheughs Rigg  
Edinburgh  
EH12 9DQ

Telephone: 07856974511

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
5 November 2025

**Service provided by:**  
Reliant Solutions Ltd

**Service provider number:**  
SP2023000140

**Service no:**  
CS2023000217

## About the service

Reliant Solutions Ltd is a care at home service, providing care and support to people with a range of care needs, to live independently within their own homes.

The service has a registered office in Edinburgh and at the time of inspection, was providing care and support for people predominantly in the Falkirk area.

The provider, Reliant Solutions Ltd, has been registered to provide the service since 17 July 2023.

## About the inspection

This was an announced (short notice) follow up inspection, which took place on 4 and 5 November 2025. The inspection was carried out by an inspector 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 staff and management
- Reviewed documents

## Key messages

- Medication processes had improved and been developed to include reflective practice
- Health and wellbeing information was up to date and detailed. Which improved the potential for positive personal outcomes for people
- Recruitment process were improved and met safer recruitment guidance standards
- Personal plans, were detailed and accessible for 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?	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

Requirements from the previous inspection have been met, see outstanding requirements sections of this report for additional information. Therefore we have evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

## How good is our staff team?

4 - Good

Requirements from the previous inspection have been met, see outstanding requirements sections of this report for additional information. Therefore we have evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

## How well is our care and support planned?

4 - Good

Requirements from the previous inspection have been met, see outstanding requirements sections of this report for additional information. Therefore we have evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

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

### Requirements

#### Requirement 1

By 15 September 2025, to ensure the health and wellbeing of people experiencing care, the provider must ensure that medications are appropriately managed.

To do this the provider must as a minimum:

- a) implement medication training for staff, that focuses on the different means to support people with medication
- b) implement processes that ensure people maintain their independence with their medication where appropriate
- c) develop and implement recording system that enable staff to record administration of medication appropriately
- d) implement reflective processes to support staff understanding of their responsibilities in terms of medication management

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) 3.14 which states, "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", and 2.23 "If I need help with medication, I am able to have as much control as possible".

**This requirement was made on 5 June 2025.**

#### Action taken on previous requirement

All staff had taken part in a full day of medication training. Additional medication administration processes had been developed and implemented. Staff had been supported to reflect on their training experience, using a template for reflective practice.

Care plans identified people's abilities in terms of their medication. Some people had been assessed as being able to self administer. With other people requiring support with prompting, administering or assistance. This ensured people were maintaining their independence and receiving the correct support based on their care needs.

**Met - within timescales**

## Requirement 2

By 15 September 2025, to ensure the safety of people experiencing care, the provider must implement recruitment processes that ensure compliance with recruitment guidance and codes of practice.

To do this the provider must, as a minimum:

- a) ensure information on candidates employment history is appropriately checked
- b) ensure candidate references are appropriate and in line with safer recruitment guidance

This is to comply with Regulation 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure the suitability of workers is consistent with SSSC Codes of practice for employers of social service workers. Code 1.3 "Ask for and provide accurate and appropriate references to share information relating to a person's suitability to work in social services".

**This requirement was made on 5 June 2025.**

#### Action taken on previous requirement

Recruitment processes had been improved to ensure there were no gaps in employment history for candidates.

References had been checked, ensuring that these were the most recent employer and had been followed up where appropriate with phone calls to gain additional information from previous employers.

**Met - within timescales**

## Requirement 3

By 15 September 2025, the provider must ensure that information within personal plans contains relevant information on the health, welfare and safety needs of the person, to ensure people receive the appropriate care and support.

To do this, the provider must, as a minimum:

- a) ensure that all information is accurate within personal plans
- b) ensure all information related to people's medication and medical conditions is available within the personal plan
- c) ensure risks are assessed and are available within personal plans

This is to comply with Regulation 45(2)(b)(ii)(iii) 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), 1.15 which states, "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.

**This requirement was made on 5 June 2025.**

### Action taken on previous requirement

Medication information was clearly recoded within care plans, including the exact details from the prescription, and how this was administered.

Additional information had been added to the care plan regarding people's abilities, medical conditions and specific care needs. Medical information was detailed well on the care planning app used by the service. Including allergies, walking aids, hearing and sight issues.

Risks had been assessed using the care planning app. Which highlighted the potential impact, likelihood and risk involved. Also identifying the levels of support and care required.

**Met - within 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).

## 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 staff team?	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

## 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.