

Eben Care and Support Ltd Support Service

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Type of inspection:
Announced (short notice)

Completed on:
27 November 2025

Service provided by:
Eben Care and Support Ltd

Service provider number:
SP2019013410

Service no:
CS2019377813

About the service

Eben Care and Support Ltd have been registered with the Care Inspectorate since 20 April 2020. The service provides a care at home service to adults and older people living in their own homes within the community.

The service operates from an office base in West Lothian. At the time of inspection, the service were supporting 41 people living in Edinburgh and West Lothian.

About the inspection

This was a (short notice) announced inspection which took place on 25, 26 and 27 November 2025. 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 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 seven people using the service and three of their relatives
- received feedback via our questionnaires from eight people and relatives
- spoke with three staff and management and received feedback via our questionnaires from a further four staff
- observed practice and daily life
- reviewed documents.

Key messages

- People were supported with compassion, dignity and respect and were very happy with the care and support they received.
- People were supported in the way that they wished.
- Care and support was reliable and continuity of care staff was very good.
- Staff were committed to ensuring positive outcomes for the people they supported.

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 staff team?	5 - Very 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 were supported with compassion, dignity and respect and told us they were very happy with the care and support they received. They told us they were supported by a small core group of staff who knew them well and said, "I get on really well with the carers - they do a really good job" and "I'm very happy with the care". We saw meaningful interactions between staff and the people they supported and gentle encouragement where this was needed. This meant that people felt respected and valued and we saw and heard about meaningful relationships which had developed as a result.

People told us that staff supported them in the way that they wished. Relatives said that the care and support was reliable and that continuity of care staff was very good. One relative told us, "We have three regular carers and they're all great. What I like is they ask how you want things done. And they always treat my [relative] with dignity". Another said, "They all genuinely care and have developed a bond with my [relative]".

Care plans held detailed information about how to support people in line with their needs, wishes and choices and people and relatives told us that they were kept informed of any changes. We heard examples of staff recognising changes in people's health and wellbeing and sharing this information quickly with the right people. This ensured positive health outcomes for the people they supported. There was a plan in place to ensure regular review of people's 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 staff team?

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.

Staffing arrangements took into account the importance of matching staff to people, along with considerations of compatibility and continuity. The management team were committed to supporting people's preferences for when their support was provided and ensuring positive outcomes for the people they supported. This meant that staff had time to provide care and support with compassion and engage in meaningful conversations and interactions with people.

Staff understood their role, worked well together, and responded flexibly to changing situations to ensure that care and support was consistent and stable for people using the service.

There was effective communication between staff, with opportunities for discussion about their role and practice and staff were confident in building positive interactions and relationships with people.

Observations of practice were carried out to ensure that the support provided to people was of good quality and staff told us they felt well supported by the management team.

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 should ensure people experience support in a service where quality assurance is used to monitor performance and drive improvement.

To do this, the provider should:

- a) develop a cycle of quality assurance activities that cover key areas of practice. This should include audits of medication support documents.
- b) improve the process for recording and addressing any actions generated from quality assurance activities, with timescales for following through to completion.

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 area for improvement was made on 18 July 2024.

Action taken since then

The service had elements of quality assurance in place, with plans to develop this to ensure there was a review of their medication policy and audit of related documents, and that a system of audits was put in place which in turn inform improvements.

We will evaluate this area for improvement at our next inspection.

Previous area for improvement 2

The service should ensure they notify the Care Inspectorate of any accidents, incidents or adult protection concerns relating to any person using the service within 24 hours in line with current guidance for their service type.

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

'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm' (HSCS 3.21).

This area for improvement was made on 18 July 2024.

Action taken since then

A process was in place to notify the Care Inspectorate of any accidents, incidents or adult protection concerns relating to any person using the service within 24 hours in line with current guidance for their service type.

This area for improvement was met.

Previous area for improvement 3

To ensure that care and support is provided in a way that meets the needs of people using the service, the provider should ensure each service user has a personal plan in place which is reviewed at least once in every six monthly period or where there is significant change in the service user's health, welfare or safety needs.

The provider should also ensure that people have access to a copy of their personal plan in a format of their choosing.

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

This area for improvement was made on 18 July 2024.

Action taken since then

People had access to a copy of their personal plan. Reviews were carried out whenever a person's needs changed and a programme of six-monthly reviews had been planned.

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.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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