

# Glasgow Homecare Limited t/a Home Instead Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
4 November 2025

**Service provided by:**  
Glasgow Homecare Limited

**Service provider number:**  
SP2016012741

**Service no:**  
CS2016348145

## About the service

Glasgow Homecare Limited t/a Home Instead provides Care at Home services to people living within Glasgow, East Renfrewshire and South Lanarkshire.

The head office is in Glasgow and at the time of inspection the service was supporting 81 people.

The service provides flexible packages of care and support to meet people's needs. The range of services includes: live-in care (24 hour support), personal care and support, support with domestic tasks and utilising community facilities.

## About the inspection

This was an unannounced inspection which took place on 30 and 31 October 2025 between 10:00 and 18:30. 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.

To inform our evaluation we:

- spoke/spent time with 10 people using the service and eight of their friends and family;
- spoke with six staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with one visiting professional.

## Key messages

People were very happy with their care and support and were fully involved in planning their support.

People and their families had access to their support plans and knew who would be supporting them.

Most relatives were happy with their relative's care and support.

The service were working to make improvements to scheduled visit times as staff were not always attending visits at the agreed times.

The service made immediate improvements to records they kept, such as, 'as required' medications administered and cash transaction logs.

The service had identified that staff who supported people living with dementia needed to be trained to skilled level.

Recruitment records were brief and needed more detail.

## 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
How well is our care and support planned?	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 told us they were happy with the care and support they received. Staff were attentive and responsive, helping people to feel relaxed and comfortable. Comments such as "I think they are a great company" and "They carry out anything I have asked them to do" reflected high levels of satisfaction.

Most relatives were very happy with the service. A few raised concerns about the consistency of scheduled visit times as there were occasions where staff were late. This was an area that the service had already identified they needed to improve on and were working to resolve.

People were actively involved in decisions about their health and wellbeing, including those with long-term and life-limiting conditions. For those receiving live-in care, weekly supervision and welfare checks were in place. Staff supported people to access community healthcare and treatment and responded quickly to changes in health, sharing information appropriately. Care plans were used effectively to log people's health and wellbeing needs including concerns and relatives felt informed and included.

We discussed a few areas for improvement with the management team. For example, staff supporting people living with dementia would benefit from wearing dementia-friendly name badges to aid recognition and offer reassurance. This had been identified by the management team and now part of the service's improvement plan.

People could be assured that they received their medication as prescribed. We highlighted the need to improve record keeping around the effectiveness of 'as required' medication, which the service responded to promptly.

When staff supported people with managing their money, especially in live-in care, we found that record keeping needed improvement to reduce the risk of financial harm. This included better logging of cash transactions. We raised this with the manager, who acted immediately and put cash handling protocols in place.

## 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.

Staff told us they felt happy and well supported in their roles. Whilst some mentioned that travel time between visits could be improved upon, this was already in the process of being addressed by the service.

Training levels across the service were very good. Staff supervision, observations and competency checks were happening regularly. We suggested adding more detail to medication competency records which would better reflect staff learning.

New staff forms were in place and helped monitor how staff were settling into their roles. Some forms were incomplete which the management team agreed to immediately improve upon.

Team meetings and supervisions were consistently happening across the service. Meetings were also held when people's support needs changed. This helped staff stay informed and responsive.

Staffing arrangements were well managed. Most people received care from consistent staff with the right skills and knowledge. The service was proactive in sourcing training to meet people's health and wellbeing needs. Skilled dementia training had been identified as an area the service needed to improve upon, and actions were underway to address this.

People could be confident that the service were recruiting people in alignment with best practice. Records were brief, however, we were assured by the service that they would be making improvements in this area to strengthen the evidence within their documentation.

## How well is our care and support planned?

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 benefited from care plans that were regularly reviewed, updated and informed by relevant professionals. This helped ensure that care and support continued to meet people's needs and preferences.

Where individuals were unable to fully express their wishes, those closest to them were involved in planning and review discussions. Legal documentation was in place to support decision-making.

People and their relatives told us they had access to their care plans and could see who would be supporting them each day. We suggested that care plans consistently include people's preferences about staff, as this was not evident in all care plans. Including this would show how the service had listened to people's views in line with The Health and Care (Staffing) (Scotland) Act 2019 which was introduced in April 2024.

Care and support planning helped people make informed choices and adapt their service in response to their changing health and wellbeing needs. For instance, some people had worked with the service to reduce or increase their care package depending on their circumstances.

## 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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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