

## Spinal Homecare Services Support Service

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

**Completed on:**  
4 December 2025

**Service provided by:**  
Spinal Homecare Services Ltd

**Service provider number:**  
SP2005007368

**Service no:**  
CS2005092129

## About the service

The service, which operates on a national basis, provides care at home to service users, from 16 years of age, who may have diverse needs due to spinal injury and/or other physical disabilities. The agency office base is located in Kendal, Cumbria.

At this inspection Spinal Homecare Services Ltd was providing 24 Hour live-in care and support to four service users in Scotland. The service provides care packages to the service users by providing personal assistants who generally work for two weeks followed by a week off when a replacement carer is provided.

## About the inspection

This was a short notice announced inspection which took place between 2 - 4 December 2025. The majority of the inspection was carried out virtually, with the exception of feedback from two of the four people who were currently being supported. 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 two people using the service - one by telephone and the other by a visit to them at their home
- obtained feedback from five staff and also spoke with management
- obtained feedback from one health and social care professional
- reviewed documents.

## Key messages

- People 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.
- Improvement was required to ensure that staff were registered with the Scottish Social Services Council (SSSC) and that staff do not work in Scotland before their membership of the Protection of Vulnerable Groups (PVG) scheme is confirmed.
- Feedback from people they supported was very positive both about the staff that currently supported them and about Spinal Homecare Services Ltd as a care provider.

## 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?	3 - Adequate

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.

We obtained feedback from two of the four people currently being supported by the service. One person they supported told us, "All is going very well, I've no complaints", whilst another said, "Everything is working fine and I have consistent staff".

People were supported by live in carers over a 24-hour period. Staff would usually be there for two weeks at a time. This worked well for people.

The service office is based in England, however, people were well supported and this did not detract from the very good support delivered by the service. There was a named point of contact and the registered manager made regular visits to people to ensure that they were happy with everything.

Staff in the service understood their role in supporting people's access to healthcare. Staff recognised changing health needs and shared this information quickly with the right people.

People were fully involved in making decisions about their physical and emotional wellbeing through their personal plans, including long-term conditions. Staff promoted and supported people's choices.

People were enabled to make informed health and lifestyle choices that contributed to positive physical and mental health.

People had as much control as possible over their medication and benefited from a robust medication management system that adhered to good practice guidance.

## How good is our staff team?

**3 - Adequate**

We evaluated quality indicator 3.1 'Staff have been recruited well' as adequate, where although there were some strengths, these only just outweighed weaknesses. We evaluated quality indicator 3.3 'Staffing arrangements are right and staff work well together' as very good, where we found significant strengths in aspects of the care provided and how these supported positive outcomes for people. The overall grade for this key question is, therefore, adequate.

At the previous inspection, an area for improvement was made that the service should ensure that all care staff that work in Scotland were registered with the Scottish Social Services Council (SSSC). During the inspection we found that was not in place for all staff within the required timescales set out by SSSC. This has now been superseded by a requirement (See requirement 1).

People could be confident that staff were recruited in a way that had been informed by most aspects of safer recruitment guidance, including a strong emphasis on values-based recruitment. Whilst the process was well organised and documented, the core element that staff should not work in Scotland before their membership of the Protection of Vulnerable Groups (PVG) scheme had been confirmed was not followed consistently. It was noted that staff had completed a Disclosure and Barring Service check, however, PVG scheme is required to work in Scotland (see requirement 1).

All new staff attend a 1-week training course at the office. The course content was comprehensive and designed to meet the specific needs of their clients with spinal cord injuries. This included practical moving and handling, first aid, bladder and bowel care. Staff completed an anonymous evaluation form on completion. Overall, feedback was very positive. Staff then worked through a 'Skills for Care - Care Certificate Standards'.

Staffing arrangements for the service were determined by a process of continuous assessment. This included scheduling that took account of the importance of matching staff to people, along with considerations of compatibility and continuity.

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.

## Requirements

1. By 26 February 2026, the provider must ensure that people can be confident that all staff are registered with the Scottish Social Services Council (SSSC) as their job role requires; and that staff do not work in Scotland before their membership of the Protection of Vulnerable Groups (PVG) scheme had been confirmed.

This is to comply with Regulation 9 (Fitness of employees) 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) 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) and 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

## 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 service should ensure that all care staff that work in Scotland are registered with the Scottish Social Services Council (SSSC). An action plan with an overview of each staff member should be devised and submitted to us no later than 3 June 2024. This should then be submitted weekly until all staff are fully registered.

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).

This area for improvement was made on 19 April 2024.

## Action taken since then

This area for improvement is no longer in place and has been incorporated into a new requirement under key question "How good is our staff team?".

## 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?	3 - Adequate
3.1 Staff have been recruited well	3 - Adequate
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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