

## Nursing 24/7 Ltd Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
3 December 2025

**Service provided by:**  
Nursing 24/7 LTD

**Service provider number:**  
SP2022000010

**Service no:**  
CS2024000222

## About the service

Nursing 24/7 Ltd. provides a care at home service to people living with various care and support needs including learning disabilities, mental health and/or conditions related to getting older.

The service aims to provide high quality care that is available 24 hours a day, 365 days a year with a dedicated on-call service for all out of hours contact. The service operates from an office base in Glasgow.

## About the inspection

This was an unannounced inspection which took place between 2 and 3 December 2025. The inspection was carried out by one inspector from the Care Inspectorate. At the time of this inspection the service was being provided to six people.

To prepare for the inspection, information about this service was reviewed. This included, registration information, documents submitted by the service.

In making our evaluations of the service we:

- Spoke with two people using the service.
- Spoke with four relatives.
- Spoke with four staff and management.
- Spoke with two professionals.
- Reviewed documents.

## Key messages

- Nursing 24/7 Ltd. provided person-centred care that supported people's health and wellbeing.
- Families shared positive feedback about the staff team.
- The service was managed well, with quality assurance systems in place to support a culture of continuous improvement.
- Staff were well-trained, motivated, and worked respectfully together.
- Personal plans were person-centred and regularly reviewed, however, record keeping could be improved by evaluating people's experiences further.

## 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 leadership?	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

We evaluated this key question as good, noting that several strengths had a positive impact on outcomes for people and clearly outweighed any areas for improvement.

The health and wellbeing of those supported by Nursing 24/7 Ltd. benefitted from the quality of care and support provided. Staff demonstrated a strong commitment to supporting people's health and wellbeing. Both families and individuals consistently gave positive feedback, describing the staff as "brilliant" and emphasising that communication was "top notch." This demonstrated that families were kept well-informed about the care their loved ones received.

People receiving care reported that their interactions with staff were characterised by patience and kindness. Comments included "Staff are amazing" and "I cannot fault them" demonstrating that positive relationships had been formed between those supported and the staff team. This meant people felt valued.

Engagement in meaningful activities was recognised as a key contributor to wellbeing. People benefitted from a variety of activities, including trips to the park, shopping, outings for coffee, and overnight stays. One person told us, "It's great to get out," highlighting the value placed on these experiences. Families also acknowledged the flexibility of the service, noting that overnight support was arranged to enable attendance at family events. This flexible, person-centred approach helped ensure that support was tailored to individual needs and preferences.

The service actively maintained links with relevant professionals, which further enhanced the quality of care and support. When additional needs were identified, such as tooth pain, the service consulted with external professionals to ensure appropriate action was taken. This collaborative approach contributed to maintaining the health and wellbeing of those supported.

Ensuring the right medication is administered at the right time is crucial for maintaining people's health. At the time of the inspection, only one person was being supported with medication. While it was advised that the service should document any instances of medication refusal and the reasons why, it was observed that medication was generally managed well, promoting the safety and wellbeing of people supported.

The service's policies and procedures, as well as its aims and objectives, reflected strong values and the principles of the Health and Social Care Standards. This promoted good staff practice and ensured that support was delivered in a way that respected individual rights and choices.

## How good is our leadership?

4 - Good

We assessed this key question as good, recognising that several strengths had a clear and positive impact on outcomes for people, and these benefits significantly outweighed any areas identified for improvement.

Individuals using the service can expect effective management, supported by robust quality assurance processes that foster a culture of ongoing improvement. The manager maintained oversight of quality assurance activities, including audits of personal plans, medication administration, and infection prevention and control measures. These audits were conducted to evaluate the quality of care provided and ensure compliance to expected standards.

People were encouraged to participate meaningfully in the development of their care service. Feedback from those supported by the service was actively sought, enabling individuals to share their views and suggestions. However, it was not consistently used to inform the service's improvement plan. Feedback from all stakeholders, including people supported, their families, and staff, should be used to inform the service improvement plan.

A service improvement plan had recently been established, and the manager was committed to regularly reviewing progress to confirm that positive changes were being achieved. Guidance was provided on ways to further develop the improvement plan, including the benefits of ongoing self-evaluation and ensuring that findings from audits were used to identify and prioritise areas for development. The manager demonstrated openness to suggestions and a strong commitment to the continuous improvement of the service.

### How good is our staff team?

### 4 – Good

We assessed this key question as good, as the service demonstrated several strengths that had a clear and positive impact on outcomes for people, with these benefits significantly outweighing any areas for improvement.

The staff team, although newly established, worked effectively together. Positive and respectful communication within the team contributed to a welcoming and supportive atmosphere, underpinned by strong working relationships. People received care from consistent staff members who were familiar with their individual needs and had built trusting, caring relationships. Feedback from those supported was highly positive, and staff appeared motivated and committed to delivering high-quality care. During our inspection, people and their families told us that staffing levels provided staff with sufficient time to provide enough time to offer compassionate care and support.

Staff were provided with opportunities to reflect on their practice and discuss their professional development and wellbeing through team meetings, reflective learning sessions, and formal supervision. This approach ensured that staff felt listened to and valued.

All staff had access to appropriate training to ensure they could meet the ongoing care and support needs of people using the service. The manager maintained a training matrix to monitor completion and ensure staff training remained current and in accordance with best practice. Where staff requested additional training, the manager supported these requests, further reinforcing a culture of learning and value.

Staff were registered with relevant professional bodies and demonstrated an understanding of their professional responsibilities.

Safe recruitment practices were followed, providing assurance that only suitable individuals were employed. An induction programme supported new staff to prepare for their role, including opportunities for shadowing, which facilitated positive introductions and continuity of care for people who experience support.

## How well is our care and support planned?

4 - Good

We evaluated this key question as 'good', as the service demonstrated several significant strengths that had a positive impact on outcomes for individuals, with benefits clearly outweighing any areas for improvement.

Individuals receiving support can expect staff to have access to up-to-date, person-centred information about their needs, preferences, and wishes. Personal plans were developed collaboratively with those being supported and, where appropriate, their family representatives, ensuring people were actively involved in planning their care. These plans provided clear guidance to staff regarding support requirements and individual choices and included detailed information about identified risks and strategies to manage them. Staff demonstrated a thorough understanding of those they supported and were responsive to any changes in needs, thereby promoting health, wellbeing, and the delivery of care tailored to each person.

Personal plans were regularly reviewed, at least every six months, to ensure they accurately reflected individuals' current needs and circumstances. This process helped maintain the relevance and effectiveness of planned interventions.

The service-maintained records of daily care and support provided, as well as individuals' presentation and wellbeing. To further enhance record keeping and support continuous improvement, the evaluation of people's experiences should be incorporated, as daily notes were sometimes limited in detail. The manager recognised this as an area for development and was open to suggestions for improvement identified during inspection.

## 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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	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

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