

Assist Care and Support Support Service

Unit 10
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Type of inspection:
Unannounced

Completed on:
11 December 2025

Service provided by:
Assist Care & Support Ltd

Service provider number:
SP2018013221

Service no:
CS2018371056

About the service

Assist Care and Support Ltd is a support service providing care at home services to adults and older adults living in their own homes and in the wider community of West Lothian and South Lanarkshire.

The service was registered in July 2019 and is a privately owned company. The team consists of care workers and is managed by the registered manager with the support of a coordinator and senior care workers.

At the time of the inspection, there were 53 people receiving a service in the area of West Lothian.

About the inspection

This was an unannounced inspection which took place on 8, 9, and 10 December 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:

- received feedback from 12 people receiving a service and 16 of their relatives
- spoke with, and received feedback from, 19 staff and management
- visited people and observed care being delivered
- reviewed documents
- received feedback from visiting professionals.

Key messages

- People received dignified care and support from staff who were attentive and respectful.
- People benefitted from having a small regular staff team who knew them well.
- Staff were responsive, ensuring positive health and wellbeing outcomes for people.
- The staff team would benefit from further guidance on supporting people with medication.
- The service was committed to embedding quality assurance activities to enable greater oversight and monitoring of the service.

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?	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?

5 - Very Good

We found significant strengths in the care provided and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

Overall, people were happy with the care that they received. We observed staff providing care in a respectful, kind, and gentle way. There was friendly and knowledgeable conversation while care was being provided. People were comfortable with the staff who were providing their care.

Feedback was positive. We heard from people receiving support that "I am very happy with the two carers I have now, as I was getting too many" and "I am always treated with kindness and respect from all carers".

This was supported by family members, who said "Staff are very friendly and nice, and look after my [relative] very well", "I cannot fault service. Friendly, kind caring team", and "[they are] a breath of fresh air, this is how care should be".

Feedback from supporting professionals was also very positive, describing caring and compassionate staff - "[staff are] compassionate and understanding, and were also adaptable and reactive to changing need" and "they are always professional and caring towards their clients".

People's health benefited from good engagement with health and social care services. The staff team knew people well and were raising concerns with the leadership team when they observed changes to people's wellbeing. The service was responsive and adapting care to support changes in people's health. People could be confident that the service was recognising and prioritising their health and wellbeing.

Staff were trained and confident in their role. Training was in place at the point of recruitment, with shadowing of experienced staff and refresher training planned for long-term staff. Specialist training was organised, with external agencies, to staff who were supporting people with complex care needs. The service was ensuring that staff were equipped to provide good care and support which was informed by best practice.

We observed good practice in infection prevention and control practice and safe medication administration. Staff understood their role in ensuring safe practices were followed. At the last inspection, we observed that there was limited information about the type of support people needed with medication and noted this as area for improvement. This had been reviewed and personal plans stated what support people needed. We discussed how this could be enhanced by completing risk assessments around medication and setting out clearly within personal plans how to provide support to individuals with their medication. We have extended this area for improvement and will check on progress at the next inspection (see 'What the service has done to meet any areas for improvement we made at or since the last inspection').

The leadership team had started to undertake audits of medication administration and this needed to be rolled out so that it was embedded into the quality assurance of the service. We have extended an area for improvement, about quality assurance, which was made at the last inspection (see 'What the service has done to meet any areas for improvement we made at or since the last inspection').

How good is our staff team?**4 - Good**

We evaluated this key question as good. There were several important strengths in the staffing arrangements which, taken together, impacted positively on outcomes for people and clearly outweighed areas for improvement.

People were supported by small consistent teams of staff. Many people told us that they trusted their staff team. One professional told us "I feel the staff know their clients well and always show compassion and empathy towards them". The consistency that the service was achieving had helped staff to develop knowledgeable relationships with the people they supported and, in turn, people were comfortable and confident in their care.

The manager maintained a visible presence and was actively involved in all aspects of service delivery. Family members described feeling reassured by the manager's presence and their understanding of their loved one's care needs. One family member told us "[the manager] is brilliant, [they are] also a carer so really understands and is always available to talk to". Family members were comfortable providing feedback and confident that the manager would respond appropriately and take action.

Staffing arrangements were planned to ensure that people received the care and support they needed. Staff had time to encourage people to participate in their support. The service was scheduling the right number of staff to ensure people's care and support needs were met.

The team worked well together. We observed positive, respectful working relationships amongst staff that offered reassurance, kindness, and compassion to people supported by the service. Where care was being provided by two carers, there was a sense of mutual understanding around what role each carer would have in supporting people. There were opportunities to strengthen team working through team meetings.

While staff had sufficient time to offer compassionate care, we noted that limited travel time between visits posed a risk of delays, especially where further travelling distances were involved. During the inspection, we observed that this was not impacting on the quality of care and support provided and that staff told us they would alert the office if they had to stay longer to provide unplanned care. We discussed this with the manager and encouraged them to review the visit schedule to ensure there was sufficient travel time, making use of data from their electronic monitoring system to support effective planning.

How well is our care and support planned?**4 - Good**

We evaluated this key questions as good. There were important strengths in planning care and support which impacted positively on outcomes for people and clearly outweighed areas for improvement.

At the last inspection, we noted that plans lacked personalisation and that many reviews were overdue. Since then, people, and their representatives, had shared details of their histories and backgrounds to inform their plans. This information had been incorporated into the documentation, enabling staff to develop a deeper understanding of each person.

People's care and support needs were being reviewed in a structured, inclusive, and timely way. Reviews involved the individual and, where appropriate, family members and other professionals, such as social workers. This approach was ensuring staff had accurate and up-to-date information while placing people at the centre of their care planning.

We were encouraged by the progress achieved, however personal plans could be further strengthened by including details of how people wished their support to be provided. We were confident in the manager's commitment to continue developing personal plans in partnership with the people they support.

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

To improve the quality of information for staff, the provider should ensure that personal plans and risk assessments are individualised and reviewed on a six-monthly basis or more frequently as people's needs change.

This should include, but not be limited to, reflecting people's personalities, backgrounds, preferences, and wishes. Risk assessments should encompass all risks that are present for people and contain details of how to support, minimise, and manage areas of risk.

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 3.07).

This area for improvement was made on 18 December 2024.

Action taken since then

We have reported on progress within 'How well is our care and support planned?' of this report.

The service demonstrated commitment to ongoing development of personal plans and risk assessment.

This area for improvement has been met.

Previous area for improvement 2

To ensure people receive the right level of support with medication, the provider should review medication procedures and support to ensure this meets people's needs.

This should include, but not be limited to, reviewing with health and social care professionals what level of support people need. When reviews have been carried out, people's personal plans should be updated with details of how to support people with medication.

The service should review procedures to ensure there is clear guidance for staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support based on relevant evidence, guidance, and best practice' (HSCS 4.11); and 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 18 December 2024.

Action taken since then

We have reported on progress within 'How well do we support people's wellbeing?' of this report.

This area for improvement has not been met and has been extended.

Previous area for improvement 3

The manager should ensure that effective quality assurance and audit processes are completed regularly.

Where areas of concern or deficits are identified, there should be a clear action plan with evidence available to demonstrate progress made and the outcomes achieved.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I use a service and organisation that are well led and managed' (HCSC 4.23).

This area for improvement was made on 18 December 2024.

Action taken since then

We observed that the service had started to implement quality assurance and audit processes, this included checks around service delivery and seeking feedback on the service. This needed to be rolled out so that it was embedded in the service and the leadership team were using the findings for service development.

This area for improvement has not been met and has been extended.

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?	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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