

Rutherglen Community Carers Support Service

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Type of inspection:
Unannounced

Completed on:
16 December 2025

Service provided by:
Rutherglen Community Carers

Service provider number:
SP2004005814

Service no:
CS2004071231

About the service

The service is registered to provide support to people in their own homes. It is provided by Rutherglen Community Carers, a charitable organisation governed by a voluntary management committee. The support is provided by a registered manager, a team leader and a small team of care workers, assisted by volunteers and an office administrator.

The service provides support to people in the Rutherglen and Cambuslang areas with a diagnosis of dementia/mental health difficulties and their relatives who may benefit from some respite time. The service also provides small groups for people to join and meet with others from their community and take part in a range of activities and trips out.

Rutherglen Community Carers aims to support people to live well with their underlying health conditions and to provide respite and stress relief to people requiring support and their families.

At the time of the inspection, a service was being provided to 17 people at home and 27 people attend groups.

About the inspection

This was an unannounced inspection which took place between 15 -16 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:

- met and spoke with 11 people using the service and three relatives
- spoke with six staff and management
- reviewed documentation
- considered feedback provided through a questionnaire completed and returned from one person supported/relative by the service.

Key messages

- People received support at the agreed times from staff they knew well, promoting trust and continuity of care.
- Relatives felt involved and informed about the support provided to their loved ones.
- Staff were well-supported by management, contributing to a positive and reliable service.
- The management team responded positively to making the suggested improvements.

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 and their relatives consistently praised staff for the quality of care and support. We observed warm, respectful interactions that made people feel listened to and valued. People told us they were treated with dignity and respect which promoted trust, comfort and overall wellbeing. This approach ensured that people felt safe, respected and confident that their needs and preferences were central to the support they received.

People using the service, and their relatives, made the following comments to us about the service.

"The company is always good here."

"It's something I look forward to coming too."

"I like also going on the days out too, been to many interesting places."

"Staff are great and very imaginative."

"Attending the art group has a positive impact on [relative] and good for socialising with others."

"Brilliant staff, I think they are amazing."

"It's excellent what they are doing."

Care and support was flexible and tailored to the person's individual needs. People supported had clear written support plans and agreements, giving them confidence in what to expect from the service.

Personal plans were developed collaboratively with person-centred outcomes clearly documented. People and their representatives were regularly consulted with and their views were valued. This meant they were actively involved in assessing their care and support needs.

The service regularly sought feedback from people and their relatives through reviews, annual questionnaires and at group attendance. Feedback was overwhelmingly positive, adjustments were made when needed and possible, demonstrating strong satisfaction with the support provided.

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.

The staff spoke positively about working for the service and valued the strong sense of teamwork. Staff wellbeing was prioritised by management, which fostered a supportive environment. It was clear that staff were committed to delivering high-quality, person-centred care, ensuring positive experiences for people using the service.

Staff were carefully matched to the people they supported, ensuring consistency and continuity of care. They worked flexibly and collaborated as a team to meet the needs of people and their families.

Supervision and team meetings fostered a positive culture where staff felt valued, listened to and confident raising concerns. Meetings promoted shared learning, identified training needs, and strengthened teamwork. Staff consistently reported feeling supported by the manager, with open communication and an open-door policy that built trust and transparency.

Staff received clear guidance and regular training, supervision and team discussions to identify and respond to harm, neglect or abuse. Records confirmed that reflective practice was embedded, supporting continuous improvement. This ensured staff were knowledgeable and able to keep people safe.

Staff consistently demonstrated kindness and compassion, building trust and positive relationships with people. They showed flexibility in adapting work patterns to individual needs while maintaining continuity of care.

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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