

Home Care Service - Care at Home Support Service

Home Care -Care at Home
Council Headquarters
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Type of inspection:
Unannounced

Completed on:
5 December 2025

Service provided by:
The Moray Council

Service provider number:
SP2003001892

Service no:
CS2004085958

About the service

Home Care Service - Care at Home is provided by Moray Council. It covers the whole of Moray region and their office is based in Elgin.

The service aims to support and enable people to live independently within their own homes, for as long as they are able and it is safe to do so.

At the time of the inspection the service was providing support to approximately 302 people.

About the inspection

This was an unannounced inspection which took place from 26 November to 5 December 2025. 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.

In making our evaluations of the service we:

- spoke to or received feedback from 78 people using the service and 37 of their family, friends or representatives
- spoke to or received feedback from 81 staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People were very positive about the support they received.
- People told us they felt safe, respected and supported.
- People's personal plans were detailed and person-centred.
- Recording of as required and topical medication could be improved.
- Recruitment practices were robust and met safer recruitment standards.
- Staff enjoyed their roles and felt valued.
- Staff were trained and led well.
- Continuity of care could be improved in some areas.

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 that supported positive outcomes for people, therefore we evaluated this key question as very good.

We received very positive feedback from people and families about the care they received with comments such as, "I couldn't get better care. Everybody is so nice" and "The care is very good, excellent in fact." This meant that people had confidence in the quality of care provided and they felt valued and respected.

People consistently told us they felt safe, respected, and supported. Carers engaged warmly and respectfully with people, taking time for meaningful conversations about topics that mattered to individuals. This meant that people experienced positive emotional wellbeing and reduced feelings of isolation. Carers also encouraged independence, for example, by encouraging and supporting individuals to shave or wash themselves, which promoted dignity and confidence.

The service responded well to changes in people's needs. For example, when a person experienced a sudden decline in mobility, staff promptly updated their personal plan and arranged additional support. This meant people's health and wellbeing were safeguarded during periods of change as much as possible.

People's personal plans were detailed and person-centred. They included clear information about people's needs, wishes and desired outcomes. Significant life events sheets were present in most plans and, when completed well, provided rich personal context. This helped staff engage people in meaningful conversations about things that mattered to them. As a result, support was more person-centred and relationships between people and staff were strengthened.

However, a few life events sheets lacked recent updates or only recorded changes related to care provision. This limited their usefulness in supporting meaningful conversations. We discussed this with management, who assured us they will review and update the sheets. This will help ensure plans contain relevant personal information that enhances person-centred care.

People's personal plans were consistently up-to-date in the digital planning system. This ensured staff had access to accurate information to support people. However, information in the in-house folders was sometimes outdated. This meant there was a risk that anyone using the folder, such as a family member checking care or a staff member without access to a device, could rely on incorrect information. We advised the service to review all in-house folders and update them as needed. This will help ensure people receive consistent and accurate care, even when paper records are used.

Staff followed safe medication practices and there were very few errors. This meant people's health and safety were well protected. However, recordings for "as and when" required medication could be improved. The reason for offering the medication and its effectiveness were not consistently recorded. We advised the service to improve this practice. This will help ensure medication is used appropriately and achieves the desired outcomes for people.

We also noted that opening and expiry dates for creams were not consistently recorded. This meant there was a risk that people could use creams that were no longer effective. We discussed this with the manager and were assured this concern would be addressed promptly. This will help protect people's skin health. We will review progress with both these areas at the next inspection.

How good is our staff team?

5 – Very Good

We found significant strengths in the service's staffing and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff told us they enjoyed their roles and felt valued, describing the team as "like a big family." We also observed strong teamwork, person-centred care delivery and positive relationships between colleagues and supervisors. This meant that people benefitted from high quality care delivered by staff who were motivated and worked well together.

Recruitment practices were robust and consistently met safer recruitment standards. The interview process was comprehensive and appropriate pre-employment checks were completed for all new staff, including professional registration, references, and health assessments. This meant that people could have confidence that staff were safely recruited and suitable for their roles.

Training completion was excellent, with staff demonstrating competence in key areas such as moving and handling, medication administration, and infection control. Regular competency checks and governance meetings ensured ongoing development of the care staff. This meant that people were supported by a skilled and knowledgeable workforce, which promoted safe and effective care.

Governance systems, including regular supervision, practice observations, and weekly management meetings, were in place to monitor practice and address issues. This ensured staff had the support they needed to perform their roles well.

While most staff reported good support, a few mentioned delays in management responses, and there were a couple of gaps in team meetings for one of the staff teams. We discussed this with management, who assured us they would review staff support in all areas. This will lead to improvements in communication and engagement where needed and therefore strengthen consistency across the service.

Staffing levels were safe, supported by a large permanent workforce with no reliance on agency staff. People generally received visits at consistent times from a stable staff team. However, continuity of care was occasionally challenging in a few areas. This meant a few people did not always experience the same level of stability and familiarity which supported wellbeing, and was commonplace for most people supported by the service.

The provider and staff worked hard to minimise any impact on people. Management generated and reviewed continuity reports monthly and planned actions to improve care consistency. The service also made every effort to keep staff working within their geographical area, so even when a person was not visited by their regular carer, they were usually familiar with the staff member. Staff always informed people who would visit next, which helped ease any anxiety and supported emotional wellbeing. These measures reassured us that the service was proactive and committed to providing a consistent staff team that supports positive outcomes for people.

Occasional rota planning and travel time issues created pressure for a few staff when visits were changed to cover staff absence. This had the potential to negatively impact the quality of care. The manager assured us they will review scheduling practices to ensure any changes allow time for staff to travel and review personal plans before delivering care and support. This will help ensure people always receive consistent support that meets their needs, while promoting a positive working environment for staff, which in turn benefits people's care experience. We will review progress with this at the next inspection.

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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