

## Walfinch Edinburgh South Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
14 January 2026

**Service provided by:**  
Bumsy Healthcare Services Ltd

**Service provider number:**  
SP2021000055

**Service no:**  
CS2021000090

## About the service

Walfinch Edinburgh South provides care and support services at home to people living in the South of Edinburgh. The service helps people to live in their own homes, supporting them with personal care and daily living.

The service is a franchise, receiving support from Walfinch, which is a care at home provider based in England. The provider of the service is Bumsy Healthcare Services Ltd.

At the time of inspection, the service was providing care to 7 people.

## About the inspection

This was a full inspection which took place on 7, 8 and 13 January 2026. 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 six people using the service or their representatives
- spoke with six staff and management
- observed practice and daily life
- reviewed documentation.

## Key messages

- Interactions were warm, person-centred and staff were kind and respectful toward people experiencing care.
- People were encouraged to take part in activities that interested them.
- Staff completed additional training according to the needs of people using the service.
- Staffing was consistent and staff worked well together.

## 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.

During inspection, we saw many positive interactions between staff and people using the service. Staff were kind, respectful, and took time to listen, which helped people feel calm, valued and supported. Staff referred to people by name and showed a clear understanding of their homes and daily routines. It was clear that consistent staffing helped to build this knowledge and contributed positively to people's care experiences.

We saw care being provided at a pace that suited each person. Staff took time to make sure people felt comfortable and were not rushed. Staff clearly knew people's likes and dislikes and used this knowledge to personalise their support. Communication was personalised, with staff speaking to people in ways that matched their understanding and preferences.

Strong medication systems were in place to protect the safety of people experiencing care. The electronic medication system used made it easy to see what medicines had been given and to identify any missed doses. The medication policy was clear and linked to relevant legislation, with helpful links that staff could use to find more information. Regular medication audits were carried out to check that staff were following procedures correctly. This protected the safety and wellbeing of people experiencing care.

A strong adult support and protection policy was in place along with mandatory safeguarding training for staff. Both the adult protection and whistleblowing policy directed staff to several ways to raise concerns, making this easier and highlighting the importance of acting on concerns. This helped to safeguard people using the service.

People were encouraged to continue taking part in activities that interested them. One person shared that they were supported to explore Edinburgh and enjoyed showing staff around, sharing their local knowledge. People were also encouraged to stay active within their own limits and to have regular, meaningful conversation and engagement during visits.

Relatives reported that the service communicated well with them about any changes, were approachable and considered their relative's needs when scheduling visits. People also shared that they felt able to approach the management team if they needed visits changed for any reason such as appointments. This showed that the service was flexible and prioritised the needs of people experiencing care.

Support plans were person-centred and goals-focussed and risk assessments were integrated into care plans under each heading, making it clear what associated risks there were with each care and support need. Care plans and risk assessments were regularly reviewed, with people and relatives reporting that they were at the centre of initial assessments and reviews. This meant staff were provided with up-to-date, individualised information to enable them to provide person-centred care and support.

One relative shared "They are professional and very skillful. They have adapted how they work with (them). They are very respectful. From day one they have been so good. It's not just a job for them, they are caring."

**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.

Recruitment procedures were strong and appropriate pre-employment checks were carried out prior to staff commencing work. Staff were given shadowing opportunities and completed mandatory training prior to working independently. All staff were registered appropriately with the Scottish Social Services Council (SSSC). This protected the safety of people experiencing care.

Staff sampled were up-to-date with practical and online mandatory training. Care staff had completed additional training, including person-centred care, end of life care and other training relevant to people supported by the service. Staff were supported to complete SVQ training within the required timeframe to maintain their SSSC registration. This highlights that the management team understood the importance of staff having the right knowledge and skills to provide safe and high quality care.

Staff shared that they felt supported, able to develop and able to share any concerns. Regular team meetings were used as opportunities to discuss complaints, any issues or good practice. The management team carried out observation of practice spot checks with staff, which were used during supervision to discuss positive practice as well as learning and development needs. Staff supervision meetings were carried out regularly, providing opportunities for individual development discussions. This meant staff were kept up to date with changes and supported to develop within their role.

People shared that they have not had any visits cancelled and that staff are mostly on time. The rare occasions staff have been late, this was never longer than fifteen minutes and they were mostly informed that their visit was going to be late. People shared that they weren't rushed and received their full allocated visit time. People and relatives shared that they felt staffing was consistent and those with less frequent visits often had the same carers, providing consistency and encouraging good working relationships to be formed.

People shared that staff doubling up worked well together. One person shared "There seem to be routines they all follow and the just know what each other are going to do next." During inspection, this effective teamwork was witnessed. Staff communicated well, especially when completing moving and handling tasks and made sure the person experiencing care was safe at all times. Staff clearly knew how to use the equipment correctly and knew their way around people's homes and their personal routines.

People shared that the staff group were kind, respectful and they feel safe with them. One person shared "I have developed good relationships with all the carers, especially a few of them. They know what I need and how to help me now without prompting. Most carers get on very well and seem to work in sync with each other."

**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?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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