

## Flexible Healthcare One Solutions Ltd Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
4 December 2025

**Service provided by:**  
Flexible Healthcare One Solutions Ltd

**Service provider number:**  
SP2022000016

**Service no:**  
CS2024000057

## About the service

Flexible Healthcare One Solutions Ltd was registered with the Care Inspectorate in February 2024. It is a care at home service and is provided to adults with assessed support needs in their own homes or in the community. The service is based in North Lanarkshire and provides care and support to people living in North and South Lanarkshire. At the time of inspection, the service was supporting three people.

## About the inspection

This was a follow up inspection which took place on [4 December 2025 between 10:30 and 15:30. 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 with four staff and management
- reviewed documents
- spoke with one visiting professionals

## Key messages

Staff observation tools were being used to set a baseline for staff competence, knowledge, and skills

Improvements had been made to the recording and tracking staff training

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 1 December 2025, the provider must ensure that all staff have received training appropriate to their role and responsibilities. The provider must ensure that people experience support from staff who have received training and guidance relevant to people's support needs. The provider must ensure that training needs are identified during the initial assessment, through the review process, or earlier when people's health or support needs change.

To be completed by: 01 December 2025

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011 / 210)

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: My care and support meets my needs and is right for me.

**This requirement was made on 24 June 2025.**

#### Action taken on previous requirement

The provider has developed a quality assurance system which assesses staff competencies after training has been received.

There has also been a monitoring system devised to ensure all staff have completed the mandatory eLearning training.

Monthly audits have now been introduced which gives a management overview of the staff training and development status of each employee.

We are now assured there is now appropriate quality assurance systems in place to support staff with their learning and development needs and are competent in their knowledge and practice.

**Met - within timescales**

## 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

1. To ensure people's wellbeing detailed protocols should be put in place for all 'as required' medicines. These protocols should clearly explain what must be considered or done prior to administering such medicines.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'Any treatment or intervention that I receive is safe and effective' (HSCS 1.24)

**This area for improvement was made on 24 June 2025.**

#### Action taken since then

This area for improvement was not followed up and we will consider this during the next inspection

#### Previous area for improvement 2

1. To ensure staff are properly registered with their professional bodies the service should carry out regular checks on all staff registrations. This should be done for all staff regardless of their working patterns.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which states: 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

**This area for improvement was made on 24 June 2025.**

#### Action taken since then

This area for improvement was not followed up and we will consider this during 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](http://www.careinspectorate.com).

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