

# Caledonia Social Care (West) Support Service

Caledonia Social Care Ltd  
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**Type of inspection:**  
Unannounced

**Completed on:**  
20 January 2026

**Service provided by:**  
Caledonia Social Care Limited

**Service provider number:**  
SP2016012833

**Service no:**  
CS2016353182

## About the service

Caledonia Social Care (West) is registered to provide a care at home service to adults living in their own homes and in the community. The service is an employee-owned business which supports people living with dementia, learning disabilities and a wide range of health and social care needs.

The registered manager, was the Operations Director, who was supported by Care at Home Service managers, Senior social care workers and Social care workers, as well as the Managing Director.

At the time of this inspection the service was supporting 160 people, living in East Renfrewshire, Renfrewshire, Glasgow, West Dunbartonshire, East Dunbartonshire and Falkirk.

## About the inspection

This was an unannounced inspection which took place on 12 to 20 January 2026, between 10:00 and 17:00. The inspection was carried out by three inspectors and an inspection volunteer from the Care Inspectorate. To prepare for the inspection we reviewed information about the 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 26 people using the service and 31 family members, through speaking with them or via a pre-inspection questionnaire
- received feedback from 25 staff, including management, through speaking with them or via a questionnaire issued prior to the inspection
- reviewed relevant documentation
- observed practice and daily life, during home visits
- received feedback from 10 social work or health professionals.

**Key messages**

- People were overwhelmingly positive about the care and support received and the staff supporting them.
- How ongoing staff learning and competency was recorded was to be reviewed.
- The service benefited from a stable and committed management team and workforce.
- Robust quality assurance was in place and management were committed to address any areas highlighted.
- Personal plan information and people's access to this information was to be reviewed.

**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 leadership?	5 - Very Good
How well is our care and support planned?	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 evaluated this key question as very good, where the service's performance demonstrated major strengths in supporting positive outcomes for people.

People should receive care and support that is right for them. The feedback we received from people, was overwhelmingly positive about the care and support received and the staff supporting them. All were able to highlight what support they needed, how it had been provided and the benefits to them.

There was a focus on supporting and maintaining people's independence and connections to their community, whilst working towards achieving the individual support outcomes and keeping people safe. The support also provided respite for family members and the ability for people to attend college where they could learn new skills and potentially gain employment.

People clearly had developed positive and trusting relationships with staff, at all levels, and they told us that they felt listened to, especially in relation to how they liked or needed their support to be provided. People told us that if they had any issues they knew who to contact and any issues were resolved quickly.

People said, 'they are 100% and they support us in the ways we want. They are respectful and caring and communication is good', 'they are all lovely and cheerful when they come in', 'each one is different, but fantastic', 'they're good fun and have a good sense of humour', 'I thoroughly enjoy all the visits and they really help me deal with everyday tasks', 'nothing could be better, it's a life saver, X is a real find, very skilled and nothing is too much bother', 'workers are great, very caring and on their wavelength', 'Caledonia is 11 out of 10, there's not many services that provide this type of support which is absolutely tailored to what the individual wants to do and needs'.

Feedback from social work and health professionals, that were regularly involved with people using the service, was also overwhelmingly positive about the staff, care and support provided.

They said, 'staff are obliging and always offer choice and treat service users with dignity. They build up quality relationships with some service users who were not initially willing to engage with the service. They always have the service users needs in mind and report any issues needed to be reported'; 'This service offers great support not just for the cared for person but also the carer. They keep the referrer updated with any issues or concerns and they will highlight and discuss any changes that have to be made to the care plan'; 'Any support offered has been of a high standard and they treat people with respect and dignity which evidences person centred care and reduces level of social isolation. Support workers are very professional and friendly forming good relationships with people involved who look forward to these visits'.

The service had introduced an electronic system, since the last inspection, which reflected planned and actual staff rotas. The initial use was to monitor staff arrival and departure times, which would alert management if not activated and help to minimise late or missed visits. Some people indicated that they received rotas so they knew who was coming to support them, all were confident that staff changes were rare and would be informed of any changes.

People also spoke about the service being flexible about changes in support times, and even occasionally combining hours to provide a longer period of support for a particular activity or occasion. Some people

highlighted that having a larger team of staff, who knew individuals well, could improve the service for them and management were taking proactive measures to address this.

Staff also had access to the electronic system which allowed them to access relevant information in relation to people's planned care and support, and to record the support provided.

## How good is our leadership?

## 5 - Very Good

We evaluated this key question as very good, where the service's performance demonstrated major strengths in supporting positive outcomes for people.

People should benefit from a culture of continuous improvement which is supported by appropriate management oversight. The service benefited from a stable and committed management team and workforce, the majority of whom had been employed for a number of years, if not since the start.

The registered manager was supported by a team of care at home service managers, senior social care workers and social care workers, as well as the managing director.

Management used various quality assurance processes which allowed them to monitor a number of areas across the service. These included surveys and related action plans, trackers for the recruitment and induction of new staff, ongoing staff learning and development, supervisions and observations of practice. A personal plan tracker reflected dates of completed plans, risk assessments, six monthly care review meetings and the next review dates.

The Employee and People We Support survey outcomes, reflected that the service had maintained their high satisfaction levels, with some higher results received compared to the previous year. Development and improvement plans focused on any areas that could be improved further, including points from the last inspection. Survey results were shared with supported people, their relatives and staff.

We saw that staff induction was structured and robust, followed by regular observations of practice, supervision and appraisal meetings. These reflected compliance with best practice and reflective learning as well as a proactive approach to staff wellbeing and continuous professional development. This helped to maintain a skilled workforce which felt valued and continued to be motivated to carry out their role to a high standard.

Staff were also regularly kept up to date through meetings and podcasts, on different topics, to reach staff in a different way out with meetings. Meetings were seen to be consistently well structured and purposeful across all areas, providing an effective forum for staff to raise concerns, share insights, and engage in meaningful discussion. Collectively, these arrangements demonstrated strong organisational governance, promoted staff involvement, and made a positive contribution to ongoing quality assurance.

We acknowledged that the service's system for maintaining staff skills and knowledge was mainly through observations of practice, reflective learning, discussions at general and supervision meetings, as well as additional training if identified. However, we asked management to review how ongoing learning and competency was recorded on an individual staff basis and management agreed to address this.

A record of any accidents and incidents were kept and management completed quarterly and annual overviews. These provided an analysis of all accidents and incidents for each area, any patterns, trends and actions taken. Any actions and learning were also discussed at team meetings and relevant notifications

had been submitted to the Care Inspectorate.

The managing director completed an annual service audit which was a self-evaluation based on the quality framework and reflected how they were doing, how they knew and what they were going to do next. Outcomes reflected very person-centred support for people, high staff retention and morale where staff felt valued, settled and supported, as well as staff development through attainment of qualifications and opportunities for career progression within the organisation.

## How well is our care and support planned?

**5 - Very Good**

We evaluated this key question as very good, where the service's performance demonstrated major strengths in supporting positive outcomes for people.

In order to support people's health and wellbeing, care records should give clear direction about how to deliver each person's care and support, as well as details of personal interests and preferences.

As previously stated, the service had introduced an electronic system, since the last inspection, which also contained people's personal plans and staff visit notes.

Personal plans were seen to contain very detailed life histories, routines and specific information, about how people wished to be supported in an individual way and what was important to them. One plan also included photos to show staff how they liked their items arranged and additional risk assessments were in place where required.

Visit notes were very detailed and reflected the planned support, what they did, talked about and the positive impact on the individual receiving the support.

It was evident that not all aspects of the electronic system were being utilised including access for people being supported or their relatives. During home visits, we saw some paper personal plans but these were not current. Management agreed to action people's access to their personal plan documentation, and record people's preference in relation to having an up to date paper plan at home or access to the electronic system.

Some people told us that they had not seen their personal plan, however this did not overly concern them, and when speaking with people and viewing the electronic plans, we found that some information needed updating. Despite evidence of six monthly care review meetings, which involved people being supported, their relatives and support workers, it was unclear how some information contained within personal plans was not up to date. We saw that discussions about overall care and support, which was positive, what was working well, what was not working well and what needed to happen or change. Management agreed to ensure that all details within plans were reviewed with people and updated accordingly.

We saw that staff supported some people with financial transactions, when food shopping, paying bills or during outings. The Cash Handling and Assisting with Finance Management policy, reflected relevant procedures and staff's responsibilities, including accurate recording of any financial transactions. However, we became aware of financial transactions that did not reflect the information recorded in people's plans, and was not being managed in line with the provider's policy. Management agreed to ensure that people's financial arrangements were reviewed and managed appropriately to protect people.

## 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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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