

# Sutton Care Solutions Limited Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
20 January 2026

**Service provided by:**  
Sutton Care Solutions Limited

**Service provider number:**  
SP2014012298

**Service no:**  
CS2014325830

## About the service

Sutton Care Solutions Limited provides a care at home support service to adults in their own homes in Edinburgh. They were providing support to 47 people within the Baberton, Juniper Green, Currie and Balerno areas of Edinburgh.

## About the inspection

This was an unannounced inspection which took place between 15th and 20th January 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:

- spoke with 11 people using the service and 7 of their family
- spoke with 5 staff and management
- observed practice and daily life
- reviewed documents.

**Key messages**

All people using the service were delighted with the support they received.

Relatives trusted the carers and appreciated the open communication with the manager.

The staff were well trained and enjoyed their work.

The manager was very involved with the day to day running of the service, and enjoyed supporting staff and speaking with service users and families.

**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
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

People's health and wellbeing was supported to a very good level. There were many areas of strength and only a few small areas that could improve. People and their relatives were all very happy with the service, saying they were delighted with the carers and the support they were given. Carers were respectful in people's houses and there were genuine and warm interactions.

People told us:

'I am very glad I have this company to give me care'

'Nothing could be better'

'The girls are all sweethearts and I really couldn't do without them'.

People's relatives were important to the support that was offered. When a carer met a relative outside of the house, there was a nice chat which felt very natural. When family members lived with the person receiving care they were as involved as they wished to be, and carers were respectful of this. Sometimes carers took phone calls from relatives and this was done calmly and information passed on as requested. All interactions were positive and noted appropriately in the records. Relatives told us, 'The company is excellent, there are no improvements I could suggest', 'I find it difficult to have carers in the house but I do trust them and they are all polite', 'My Dad is happy and well looked after and I have no concerns at all'.

Personal protective equipment (PPE) was used at all times. Carers used hand washing or gel before and after changing their PPE and in between tasks, which was good practice. Sometimes carers used PPE when there was not a requirement to do so. The used PPE was either put straight into a disposable bag, or into a separate pocket of their rucksack. We discussed the use of PPE with the manager, and advised they revise the reasons and times when PPE should be used, and the strictly correct methods of disposal. This would avoid overuse and ensure used PPE was put into a disposal bag immediately after use. The manager said they would do this.

People had their visits based around meal times which helped to give a structure to their day and ensured regular access to food and drink. Some care plans had suggestions of what people liked to eat, and this was useful for prompting people who may otherwise not eat. Other people were very able to ask for what they wanted, and the carers prepared this for them. Some people needed help to ensure they did not eat out of date food so carers checked people's fridges, letting people know what they were doing, and disposed of food as required. Carers always made drinks for people to have during their support visit, and left drinks and snacks for people to have until their next visit.

People's medication requirements were supported in line with their care plans and recorded as given. This helped everyone to stay healthy and made it easy to track the effect of medications, should the need arise. If something about the medication was unclear, the carer called the manager for advice. There was always a response and the carers followed advice and recorded appropriately.

Handling cash for people was rarely a requirement during support visits. There was a simple and efficient system if it was required. The system avoided people handing over sums of money which was a good safeguard for everyone.

**How good is our staff team?****5 - Very Good**

The staffing arrangements and the way staff worked together was very good. The strengths supported positive outcomes for people and the carers attended to all the tasks that had been identified. The carers knew people well enough to notice other areas or tasks that could be supportive and this helped people to remain well.

The staff were flexible and supported each other to work as a team. People told us that they see the same carers time and again, and get to know them. The timings on the rota can change each day, with people's visits varying by up to an hour and sometimes even longer. This was to accommodate all people's needs. The staff were flexible because there was not a settled and guaranteed route to follow. Carers checked where to go next when they finished each visit, so people always got their support. People who had specific requirements, for example medication at a specific time, always remained with their same timings. This helped to ensure good outcomes for them. A few people did mention they would prefer more similar times but they also said they understood that each person had different priorities. The manager has already recognised this and was working on altering the rota to achieve more consistency.

Staff were recruited following safe recruitment principles which ensured aspects such as references, PVG checks, right to work checks were all undertaken before carers started to work with people. Training was completed mostly online with the exception of administration of medication, and moving and handling which were delivered in person. There was a good range of core training including adult support & protection, food hygiene and continence care. There was additional training if people had specific support needs, for example in stoma care or palliative care. The carers felt skilled and knowledgeable for the work they do and people said they were confident that their carers were skilled for their support needs.

**How well is our care and support planned?****5 - Very Good**

The support plans were completed to a very good standard. The plans were stored on an electronic system and carers accessed this through their mobile phones. Families were able to access parts that were relevant to their relatives, such as the rota. This system was used for carers clocking in and out of visits, and this was useful for the manager to look back and assess how well the rota was working for people.

People were clearly involved in directing their own support. There were a range of visits for support tasks such as showering and making meals. Some people also had social visits, for example, to keep them company while they watched a TV show. This gave them confidence while they were alone in their house.

There was specific information in one section, shown on each visit, for each of the tasks that needed to be undertaken. There were also full directions throughout the plan with more information if it should be required. Vital information such as DNACPR was clear and in both sections so carers would not miss it. The two parts of the system worked well together. As well as general guidance, there were specific instructions individual to each person, for example 'my sense of independence is very important' and 'may only need small tasks to be done but remember she enjoys a chat'. This helped carers to ensure their support was individualised and matched each person's wishes.

The carers were reliable at ticking the tasks they completed and also updating their visit notes. This was very helpful if the next carer needed to check something or if there was a need to look back over a few days and evaluate some aspect of care. This, combined with regular reviews, ensured that people received appropriate and safe care.

## 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
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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