

Excel Care Services Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
22 January 2026

Service provided by:
Excel Care PVT Ltd

Service provider number:
SP2021000027

Service no:
CS2021000050

About the service

Excel Care services is registered to provide support to to adults with mental health issues and physical disabilities and to older people in their home and in the community. The service provider is Excel Care PVT Ltd.

The service was supporting 114 people in Fife and Edinburgh areas at the time of inspection.

About the inspection

This was a short notice announced inspection which took place between 14 and 20 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 seven people using the service and six of their relatives
- spoke with four staff and management
- observed practice
- reviewed documents
- received feedback from five external professionals
- reviewed questionnaires from five relatives and 27 staff members

Key messages

People were happy with the care they received

Managers demonstrated a commitment towards ongoing improvement

People benefited from care which was provided by consistent staff

Support plans were person centred

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?	4 - 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

We evaluated this key question as 'very good' where there were major strengths which impacted positively on outcomes for people.

People should expect their health and wellbeing to benefit from their care and support. People and their relatives all told us they were pleased with the support they received from Excel Care. Comments from people included 'excellent' and 'we feel so lucky to have them'. People described the benefit of being supported by 'approachable' and 'cheerful' staff whom they could 'have a blether' with. Relatives told us staff supported loved ones positively with their emotional wellbeing, as well as physical health.

We observed staff who supported people with kindness and respect. Staff communicated with people clearly throughout interactions. People appeared relaxed with staff who they knew well. It was evident people had developed positive working relationships.

Staff had ample access to Personal Protective Equipment (PPE) and we saw this used appropriately throughout visits. Staff were observed adhering to infection prevention control measures and washing their hands regularly. As a result, people could be confident the risk of infection was being minimised.

Staff knew the people they supported well. Families told us they were confident staff would recognise any changes to their relative's health promptly. People told us they had confidence any changes would be communicated to the right people and actions taken where appropriate in line with the remit of the service. Relatives commented that communication was 'very good'. External professionals told us staff had an 'exemplary knowledge' of the people they supported.

How good is our leadership?**4 - Good**

We evaluated this key question as 'good' where there were a number of strengths which clearly outweighed areas for improvement.

The service showed strong leadership in quality assurance and improvement. People should expect services to take a proactive approach to ongoing improvement, and we found evidence of this in practice. People and their relatives told us they had confidence in the management team, who listened and communicated well. External professionals also described managers as approachable and effective. As a result, people could feel confident that staff worked well with others to improve outcomes.

We found clear records of accidents, incidents and complaints. The systems in place allowed managers to review records and make sure follow-up actions happened promptly. When referrals to external agencies were required, these were made without delay. People could be confident that the service was committed to learning and focused on improving the quality of care delivered.

Staff told us they felt well supported by managers. Communication with staff was effective and used different formats to reach everyone. We reviewed some formats used to share information which were clear, concise, and provided relevant information to staff. Staff were expected to undertake reflective practice after concerns, complaints, or identified opportunities for improvement. Overall, staff described communication as "very good", and we found this contributed to strong oversight of people's care and support.

The service demonstrated an effective approach to self-evaluation. There was clear evidence that managers identified areas for improvement and took action to address them. The examples shared demonstrated how the service recognised gaps and implemented changes to support continuous development. As the service continues to develop, leaders should maintain a consistent approach to self-evaluation. We found some gaps in aspects of quality assurance, which leaders of the service recognised. We found no evidence of falling standards; however, leaders acknowledged that without improvements and clearer structures in some systems, standards could be at risk. Leaders had good insight into areas the service would benefit from development and were actively working to ensure systems are more robust. Throughout the inspection, managers were open, receptive, and committed to ongoing improvement. People could be confident leaders were continuously striving to improve outcomes for people.

How good is our staff team?

5 - Very Good

We evaluated this key question as 'very good' because we identified major strengths that positively impacted outcomes for people.

The service was organised so that staff worked in small, consistent teams. This structure allowed both staff and the people they supported to build strong and reliable relationships. The service did not rely on agency staff, which further strengthened consistency. People told us that staff knew them well, and comments included "marvellous staff" and "can't fault them."

People told us that staff were almost always on time. When delays occasionally occurred, the office staff communicated promptly, which reassured people and maintained trust. The service respected people's preferences, including requests for support from a specific gender.

Staff told us they felt part of a strong and supportive team. Managers encouraged communication, and staff used small messaging groups to share updates about changes in people's needs. These groups remained focused, ensuring only relevant staff received the information they required. People could be assured information was shared sensitively and only where necessary.

Staff received support through a structured induction period that included face-to-face and online training. Managers observed staff in practice, and new staff initially worked alongside experienced colleagues before being assessed as competent to work independently. People could feel confident that the service had a thorough and structured process to induct staff and ensure competency.

Staff told us they felt well trained and confident in their roles. Mandatory training covered a wide range of essential topics, including medication support, personal care, first aid, food hygiene, and infection prevention. Managers ensured staff completed training that was relevant to their roles, and knowledge tests helped confirm that staff understood the information and could apply it in practice. Staff also completed refresher training to keep their knowledge up to date. People could be assured training was prioritised.

Many staff were working towards formal recognised qualifications, with some close to completion. External assessors praised the team, describing staff as proactive, highly committed, and demonstrating excellent knowledge and communication about the people they supported. People could feel confident that they were supported by a team committed to learning and working effectively with others.

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

We evaluated this key question as 'very good' because we identified major strengths that positively impacted outcomes for people.

The service carried out initial assessments with people before support began and reviewed these plans after the first month. Other professionals noted that this process effectively ensured the service could meet individuals' needs from the outset. Care staff were proactive in identifying any inaccuracies within people's initial moving and handling assessments and ensured the relevant changes were made, that reflected people's current needs. Where guidance was unclear leaders actively sought clarity from allied health professionals to ensure safe and effective practice.

Personal preferences were included in people's plans, capturing what individuals liked, disliked, and valued. The service recorded clear, specific plans for applying topical creams. Plans struck a good balance between essential task focused content and person-centred information, ensuring required tasks were clear while still respecting what mattered to the individual.

Managers demonstrated strong insight into the risks associated with different areas of practice and how to balance these with best practice. The service developed standalone risk assessments where appropriate, enabling staff to better meet people's needs within their role and remit. The risk assessments we sampled appropriately considered the risks involved, the expectations placed on staff, and the expectations of the supported person or their representative. As a result, people could feel reassured leaders recognised the importance of supporting positive risk taking.

Staff updated daily care notes promptly after each visit. When a person's needs changed, staff communicated this quickly to the relevant person. People told us staff knew them well and recognised changes without them to repeat themselves. Handover notes were clear, concise, and easy to read while still providing the necessary updates.

Support plans were reviewed regularly; however, it was not always clear that people benefitted from dedicated time to sit down and review their support in a meaningful way. Some people told us they were not fully involved in developing their plan of care. The service recognised this and aimed to improve how it supported people to contribute to their plan in ways that mattered to them. We were confident the service was working towards ensuring people felt more involved in directing their care.

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

In order to ensure ongoing improvement and development complaints should be recognised and logged. This should be standard practice which is regularly reviewed by management to help them measure outcomes for people.

This is order to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 9 September 2024.

Action taken since then

We found clear evidence that complaints were logged and that follow-up actions were taken to address them. Managers reviewed all complaints recorded on the system to ensure they were handled appropriately. People told us they had confidence in the management team, who listened to their concerns and took prompt action to resolve them.

As a result this area for improvement was met.

Previous area for improvement 2

To protect people from potential harm, the provider should demonstrate they have followed good practice guidance for safe recruitment at all times.

This is in order to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: '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 9 September 2024.

Action taken since then

The service had policies and procedures in place to guide safe recruitment practices. The service had not employed any new staff since the last inspection therefor we were unable to assess progress towards this area for improvement. We will assess this at the next inspection.

This area for improvement remains.

Previous area for improvement 3

To support people's wellbeing, the provider should ensure support plans contain accurate information on the application of topical preparations including the name of preparation and the exact body part it is to be applied to.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This area for improvement was made on 9 September 2024.

Action taken since then

All support plans we sampled included specific plans relating to the application of topical creams. Prescribed creams for individuals were clearly recorded. The service used body maps to visually identify the areas of the body where creams were to be applied.

While the personal plans we sampled referred to when creams should be applied, records specifically documenting the application of creams could be strengthened by including this information. However, we were satisfied that the plans contained sufficient detail to support the safe and effective use of topical creams.

As a result this area for improvement was met.

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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - 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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