

# North East Community Care Ltd Housing Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
22 January 2026

**Service provided by:**  
North East Community Care Ltd

**Service provider number:**  
SP2006008067

**Service no:**  
CS2005113415

## About the service

North East Community Care Ltd (NECC) is a combined housing support and care at home service and is registered to provide support to adults. The provider is City and County Healthcare Group.

Support is provided to people living in their own homes or with family members within their own communities. The service is provided in Turriff, Cuminestown, rural communities, Huntly, Cullen and Aberdeen city.

Care packages range from one hour per day, to 24-hour packages.

## About the inspection

This was an unannounced inspection which took place on 7, 8, 9, 13, 22 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 14 people using the service and five of their family
- spoke with staff and management
- reviewed documents.

Prior to the inspection we asked the service to send out questionnaires to stakeholders. We received seven completed questionnaires from people who use the service.

**Key messages**

- People were very satisfied with the quality of the service that was provided to them.
- They spoke about the compassion, care, friendship and kindness of the staff.
- There was consistency in the staff team who supported people, and when last minute changes occurred, people were understanding.
- People said they were never rushed and that staff would always have time for a chat.
- The very good contingency plan meant that if an adverse event occurred, managers had a backup plan to ensure that people received their visit.
- The care plans and risk assessments were very detailed and person-centred.
- Care plans were available to people and their families.
- Families said that they felt included and were kept up-to-date.

**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 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 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.

People expressed very high levels of satisfaction with the service they received. People praised the staff and it was clear that trusting friendships had formed. Many people singled individual staff out for praise and they said, 'Staff went above and beyond'.

Initially some people were anxious about the acceptance of the need of care and support and having people coming into their homes. However, they said that the understanding of the staff and the time taken to build on relationships had reassured them and they valued the support that was needed.

Some people were unable to open the door to staff and had a key safe system in place that enabled the staff to let themselves in. People said that on entering their home, staff would call out their name and that they were from North East Community Care (NECC). This was reassuring to people, particularly those who were living with dementia or visual impairment.

People said that the care and support they received was consistent. There was a consistent group of carers who supported them and that they all knew what was expected of them in the visit. This contributed to the high levels of satisfaction people had with the quality of the service they received.

People were confident in the training staff received. They said that this led to consistency in the care and support they received. People who required equipment to help them move position, said that staff were competent in its use. This reduced their anxieties.

Each person had a care package with an allocated length of time. This had been assessed by care managers. People said that the time allocated was enough to get their care and support needs attended to. Many said there was always time for a chat and that the carers were not rushing to get away. Some people wanted to express that when the staff asked 'if there was anything else they needed' before they left, this meant a lot to them. One said, "It's a little thing, but it's a nice thing". Care staff demonstrated that there was not a task focused approach about attending to people's care and support. They treated people as individuals and demonstrated genuine care, friendship and attention.

Staff and people, we spoke with all said that the managers were available and accessible. On the occasion when a message had to be left, this was responded to promptly. Staff said this backup and support was essential to them in their day-to-day work and reassured them that when they needed support or input, it was available. People knew the names of the managers, and all said that they were approachable and that they would not hesitate to speak with them, if they were not satisfied with the service they received. There were high levels of satisfaction and confidence in the management of the service.

Managers had a robust contingency plan in place. This came into action if an adverse event occurred. For example, severe weather warnings. Managers had a plan for the redeployment of staff to minimise travel and ensure that everyone would receive their care and support. People were very understanding of this and were pleased that the thought and planning had gone into this plan. It was important for them to receive their visit, and they praised the efforts taken when adverse events occurred.

People's care plans and assessments were detailed and very person-centred. If there was a change to a person's care and support needs, this was updated on the plan and this showed on the staff's electronic device. This helped ensure that people received care and support that was right for them. Risk assessments were very comprehensive. In particular the moving and handling assessments. Consideration and assessment of the physical and emotional needs of people were considered as well as the environment. This robust assessment of the environment meant that any risk that may impede safe moving and handling, were identified.

Managers and staff had worked hard to provide a very good service provision. There was a commitment to 'getting it right'. One person told us, "The care has been life changing for me. The level of care, compassion, humanity, kindness and laughter should be part of the training program for all carers".

### How well is our care and support planned?

**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.

Families and carers knew the names of the managers and said that communication was very good. They were notified in advance of when reviews were taking place. This enabled them to be present and help in the decision making about what was working and what needed to change. The service recognised the valuable contribution of family and carers in ensuring that the care and support people received was right.

The care notes were electronic and the service were in the process of embedding systems that enabled families to access the care plans and risk assessments of their loved ones. This would help them to identify if the planned care and support was appropriate to their loved ones needs. Families had access to the daily entries and this kept them informed of what had happened on that day. They said this was useful information and they could discuss with their loved one how their visit was and if there were any concerns.

Families said that they felt included and their input was respected during the visits. This made them feel valuable contributors to the care and support of their loved one.

Families were reassured by the consistency in the staff team. They were aware that changes may occur due to sickness or holidays, however, they said this occurred infrequently. The consistency had helped build trusting relationships with families.

Families praised the consistency in the care and support delivered. They referred to staff as being 'perfect', 'professional' and 'respectful'.

Families were aware of the complaints process and felt empowered to advocate for their loved ones. They were confident that any concern they raised would be followed up by managers. The very good relations with managers ensured that families were empowered to represent their loved one and feel confident that when things went wrong, that the necessary actions would be taken.

## 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 well is our care and support planned?	5 - Very Good
5.2 Carers, friends and family members are encouraged to be involved	5 - Very Good

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