

# Primecare Health Ltd Support Service

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

**Completed on:**  
23 January 2026

**Service provided by:**  
Primecare Health Ltd

**Service provider number:**  
SP2004007050

**Service no:**  
CS2004082587

## About the service

The service provides care at home to adults in Edinburgh with its office based at Winchburgh, West Lothian. The service was registered with the Care Inspectorate on 11 July 2005 and managed by Primecare Health Ltd. At the time of the inspection the service offered care and support to 74 people.

## About the inspection

This inspection took place on 16 and 20 January 2026 after 24 hours notice to the service. The inspection was conducted by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service, this included previous inspection findings, information submitted by the service and intelligence gathered.

We evaluated how well people's health and wellbeing was supported as well as the quality of staffing.

To inform our evaluation we:

- spoke with 11 supported people and six relatives and received 24 questionnaires
- spoke with 12 care staff and three managers and received 14 questionnaires
- spoke with two professionals working with the service and received 1 questionnaire
- observed how well care staff supported people
- visited the office to see how it was run
- reviewed documents and electronic records.

## Key messages

- People were very satisfied with the quality of the care and support received.
- People experienced a consistent staff team who knew them well.
- Staff interacted warmly and respectfully with people and were able to assist people who were anxious in a caring and calming way.
- The planning of the support visits was organised and significantly late or missed visits were not an issue.
- Staff were well supported and had competency observations and supervision meetings.

## 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

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 the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

Staff interacted warmly and respectfully with people and knew their history, routines and preferences. People did not feel rushed by staff when being supported. People were supported to communicate in a way that was right for them, at their own pace. Staff would assist people who were anxious in a caring and calming way. This meant people could build trusting relationships at the service.

People experiencing care said:

"Carers are very good and friendly, are doing everything they should be doing when visit."

"They are respectful, kind and chatty."

"Very nice, can't praise them enough, I look forward to seeing them."

Relatives' comments included:

"I have nothing but praise for Primecare and the way they care, there is that individual care, they know my mum."

"I am so much more content knowing my mum is getting cared for."

"They are very, very caring, I could not ask for better people to look after my mum, there is a lot of respect there."

Care and support were carried out in a dignified way with personal preferences respected. Techniques used to assist people to mobilise were undertaken in a safe and reassuring way. People were supported and cared for sensitively by staff who effectively responded to any signs of deterioration in their health and wellbeing. People were asked what they wanted to eat and meal preparation was competent. We observed and people told us that staff used gloves and aprons appropriately. Staff cleaned and tidied up after themselves. Medication administration was organised and had regular audits by management which ensured that people experienced safe and effective medication. Six monthly reviews (as required by legislation) were taking place with people experiencing care and their relatives. This ensured that everyone has the opportunity for their views to be heard.

## How good is our staff team?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the staff support.

Staff recruitment processes were thorough. Staff reported good support available from their managers which were easily accessible. There were quality checks by management about observing staff competence in people's homes. Staff meetings were taking place though needed to take place more regularly to assist with effective communication. Staff had face-to-face supervision regarding their performance and development. This ensured people experienced good quality care and support based on relevant guidance and best practice.

The planning of the support visits was organised and significantly late or missed visits were not an issue. People were being told, in writing, the visit times and how long they were. Staffing arrangements worked well with no agency staff being used, therefore people experienced a consistent care team. We observed

that staff worked together well, in a positive and engaging manner. Staff had time to provide support with compassion and engage in meaningful conversations. This ensured people benefited from a warm atmosphere because there are good working relationships.

People experiencing care said:

"They are all very nice and are all such regulars now."

"Office have been helpful if I have needed any help and been able to get through on phone okay too."

"They take their time, I don't feel rushed."

Relatives' comments included:

"I am really impressed with how most of the carers are with my dad, they give him enough time and listen to him as well."

"They are more proactive and use their initiative."

"I have no complaints at all; carers are quite regular so have got to know her."

## 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
1.1 People experience compassion, dignity and respect	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

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