

# VSA @ Home Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
6 February 2026

**Service provided by:**  
Aberdeen Association of Social  
Service, a company limited by  
guarantee, trading as VSA

**Service provider number:**  
SP2003000011

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CS2021000167

## About the service

VSA @ Home is a care at home service which provides support to adults aged 18 years of age and over whose needs may include; learning disabilities, mental illness and physical disabilities. The service is provided in people's own homes and in the wider community across Aberdeen.

The service provides flexible packages of care and support to meet people's needs. The range of services include personal care and support, social visits, support with domestic tasks and shopping.

## About the inspection

This was an unannounced inspection which took place between 3 and 5 February 2026. The inspection was carried out by three inspectors from the Care Inspectorate.

To prepare for the inspection we viewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with 17 people using the service and we had received seven surveys back from people living in the service;
- spoke with seven families;
- spoke with 11 staff and management;
- received feedback from one external professional;
- reviewed documents; and
- observed practice.

## Key messages

People valued the care and support they received.

Staff knew people well.

People's care plans were tailored to their needs.

Staff felt supported in their role.

The service should ensure reviews are held within the required timescale.

Improvements were needed to the oversight and management of people's medication.

## 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?	4 - 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?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

The service supported people with a range of needs, including personal care, medication prompts, cooking, housework, and companionship. During the inspection, we met with and shadowed staff and observed that people were treated with compassion and dignity. Staff knew people well, and interactions were consistently warm, respectful, and person-centred. There was a strong emphasis on social engagement during visits. One person told us, "She is just excellent and looks out for me too."

People's support plans were person-centred and contained relevant information about their needs, preferences, and routines. Staff recognised and responded promptly to changes in people's health and wellbeing, leading to timely input from relevant professionals. Relatives also reported that staff identified when they themselves were unwell and supported them to seek appropriate healthcare. This holistic approach reflected the service's values and was valued by families. We observed that some staff needed to complete practical first aid and food hygiene training. We fed this back to the leadership team and were confident this would be addressed.

People spoke positively about their care and support. One professional shared that the office staff are helpful and communication is good. The service appeared organised, although some people had not received reviews within the required timescales (see area for improvement 1). The leadership team was aware of this and were developing a plan to address this.

The service had relevant policies and procedures in place and relevant referrals were made to agencies to safeguard people. Whilst this was positive, we did observe that incidents were not always being recorded in people's care plans. This means that staff could lack important information or a pattern of events. The leadership team were responsive to feedback regarding this and were in the process of implementing a plan to address it.

We observed that the service was not identifying medication errors timeously. Staff were not reporting errors they observed, unless it was their own error. We observed missed signatures and one person had received the wrong dosage of medication. The service should ensure staff are following the service's policies and procedures and that there are robust processes in place for the oversight of people's medication (see area for improvement 2). We signposted the service to our updated notification guidance.

Staff followed Infection, Prevention and Control guidance which meant people were protected from the risk of infection. We observed staff using Personal Protective Equipment (PPE) appropriately.

### Areas for improvement

1. To ensure people are kept safe, the provider should ensure staff recognise, record and report all adverse events, medication errors and concerns of risk or harm timeously.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that:

'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm.' (HSCS 3.21).

2. To ensure that people are supported well, the provider should ensure care plans are reviewed when people's needs change and/or at least every six months.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a 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).

### How good is our staff team?

### 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.

Staff demonstrated values aligned with the Health and Social Care Standards and consistently treated people with dignity and respect in their own homes. People were not rushed, and staff took time to provide support at a pace that suited the individual. One person told us, "There is no hurry, they do it at my pace." People also reported that staff were generally punctual and contacted them if there were delays.

Staffing arrangements were based on assessed levels of need, and the manager worked constructively with funding authorities to ensure support hours were appropriate. Staff advocated effectively when they felt a person's hours did not meet their needs. Support agreements were individualised and clearly set out each person's agreed package of care, helping to ensure personalised support.

Staffing levels appeared appropriate at the time of inspection. Safer recruitment processes were followed, and ongoing recruitment was helping the service meet demand.

New staff benefited from a structured induction, including a probationary period and opportunities to shadow experienced colleagues. This helped ensure they understood people's support needs and were prepared for their role. Staff told us they felt supported in their role and had access to one-to-one supervision which supported wellbeing and practice development.

Staff competence was monitored through observations of practice and feedback from people. This enabled the management team to evaluate performance and the quality of care being delivered. This supported staff development and continuous improvement in the service.

### 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	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

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