

# Partners that Care Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
8 January 2026

**Service provided by:**  
Partners that Care Ltd

**Service provider number:**  
SP2021000033

**Service no:**  
CS2021000055

## About the service

Partners that Care is registered to provide a housing support and care at home service to people in their own homes in Inverclyde. It is a small, independent provider of services. The service supports adults and older adults who have wide ranging needs. Care and support is provided within the person's home, and some people may be helped to access their local community.

At the time of inspection the service was supporting 28 people.

## About the inspection

This was an unannounced inspection which took place on 6 and 7 January 2026 between 09:30 and 17:00. Feedback was provided on 8 January 2026. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed 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.

In making our evaluations of the service we:

- Spoke with six people using the service and five of their family members
- Spoke with eight staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with two visiting professionals
- Reviewed five responses to our electronic questionnaires.

## Key messages

- People experienced kind, respectful, person centred care, with staff building strong, trusting relationships that helped people feel valued and safe.
- People's care and support was planned around individuals' needs and choices, enabling people to live well.
- People's health and wellbeing needs were fully met with clear personal plans, robust risk assessments and safe medication systems that supported positive outcomes.
- People experienced very good continuity of care from familiar staff who knew them well.
- Staffing arrangements supported safe and effective care delivery, with staff working calmly, flexibly and as a team to ensure people experienced very good outcomes.
- Although the service experienced some staffing pressures, managers took proactive and purposeful action to minimise impact on people.

## 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 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 told us they felt respected, listened to and cared for in a kind and person centred way. Staff interactions were warm and unhurried, and people appeared relaxed and comfortable during visits. The support ensured people felt valued and safe in their own homes.

Family members were positive about the quality and consistency of care. They told us staff knew their relatives well and they trusted them to provide the right support when family members were not present. One family member said "The care staff are fantastic, they know X well and care about them". This demonstrated strong, trusting relationships between staff, people supported and their families.

Individuals' care and support were planned well and based on their choices and wishes. Most people were familiar with their personal plans and confirmed they had been involved in discussions about how their care was delivered. We found people's views were clearly reflected in their plans, supporting personalised and respectful care.

Personal plans were clear, detailed and consistent, with particularly strong examples, including documentation the provider had developed for recording peoples' choices and wishes in relation to capacity and future care planning. Care summaries were thorough and person centred, enabling staff who were less familiar with individuals to deliver care in line with people's preferences. Outcomes for people were clearly evidenced, we discussed with the provider areas where these could be further developed. For example, to be more measurable, strengthening six monthly reviews to enable people to achieve their potential and maintain independence.

People's health needs were documented well within personal plans and aligned with what people and families told us. Staff demonstrated a very good understanding of people's health conditions and were able to describe how they responded to changes in people's wellbeing, such as a decline in mood. The staff team demonstrated how they would identify changes for people and how they would implement effective, person centred strategies. For example, to support people with emotional support. Information regarding people's changing needs was communicated effectively within the staff team, supporting timely and appropriate responses.

Relevant risk assessments were in place, regularly reviewed and clearly linked to people's needs. Staff confidently discussed these assessments, including moving and assisting plans, and explained the rationale for specific measures in place. This matched the information held in people's care folders and helped manage risks while promoting independence.

Care diaries were well maintained, clearly recording the main elements of care provided and supporting continuity of care. Medication management was a particular strength. The service had a clear and robust medication policy outlining staff roles and responsibilities. All staff had received medication training, and annual competency checks were completed. This ensured safe and effective medication practice which meant people experienced very good outcomes.

People benefited from additional social opportunities, arranged by the provider such as seasonal events, Christmas parties and afternoon teas. People told us these activities helped them feel included and valued, contributing positively to their wellbeing.

External professionals provided positive feedback, highlighting the service's responsiveness, strong communication and effective partnership working. This supported continuity of care and positive outcomes for people.

### 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.

People told us they experienced very good continuity of care, with support usually provided by familiar staff who knew them well. This helped people feel comfortable and confident in the care they received. One person told us they enjoyed being supported by different staff, as this provided welcome social contact and variety. The service demonstrated a flexible approach that took account of individual preferences ensuring good outcomes for people.

People told us they had choice and control over who supported them. For example, individual preferences for specific gendered carers were respected and reflected in how care was delivered. This supported people's dignity and helped ensure care was provided in line with their wishes.

People supported and family members felt staff were suitably trained, experienced and competent. Staff demonstrated very good knowledge of people's needs, including how to support them safely. One person noted although they recognised staff were competent, some less familiar staff were less confident when using moving and assisting equipment. This highlighted the importance of maintaining refresher training and annual refresher training was in place for all staff. This ensured people will continue to consistently feel safe and confident in the support they receive.

The service had a rota and electronic scheduling system in place, which supported the allocation of staff to meet people's needs. However, some staff told us rotas were not always provided far enough in advance, and staff described rotas as sometimes being "tight", with limited travel time between visits. Staff told us that while care was consistently delivered as planned, staffing pressures could occasionally impact on the timing of visits. This was not currently affecting outcomes for people but has the potential to affect people if changes are not communicated promptly.

Staffing arrangements were well planned and supported positive outcomes for people. While there were some pressures linked to staffing capacity, these did not detract from people's experience of care. Staffing arrangements were being managed appropriately by the service and we were assured managers had a robust plan in place to manage any further scheduling concerns.

The service was open and transparent about current recruitment and retention challenges. Managers described a range of measures implemented to reduce the impact on people supported, including not accepting new care packages, ongoing recruitment, using familiar staff in a bank capacity and contingency planning for staff absence. We saw evidence of clear communication with staff about these challenges, including through team meeting minutes and discussions during the inspection.

Staff spoke positively about teamwork and flexibility, describing how they supported each other to ensure people received the care they needed.

Staff wellbeing was promoted, and staff told us they felt valued and able to raise concerns with management. Managers described an employee assistance programme and demonstrated awareness of appropriate boundaries and support. We saw examples of initiatives to promote morale and inclusion, such as staff social activities and opportunities for new staff to build relationships with the existing team. A well supported staff team ensures good outcomes for people.

The service maintained a comprehensive training matrix, clearly recording required training, completion dates and renewal timescales. This supported oversight of staff competence and ensured staff had the skills needed to meet people's needs safely. There was scope to further refine how training records were organised to support ongoing monitoring as the staff team changes. Practice observations were also completed for staff for example in relation to medication and infection prevention and control. These provided assurance of staff's competency and skills keeping people safe and ensuring very good outcomes for people.

## 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

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