

Primecare Health Ltd - Autism Housing Support Service Housing Support Service

11 Castle Road
Winchburgh
BROXBURN
EH52 6RQ

Telephone: 01313391468

Type of inspection:
Announced (short notice)

Completed on:
6 February 2026

Service provided by:
Primecare Health Ltd

Service provider number:
SP2004007050

Service no:
CS2021000097

About the service

Primecare Autism Service provides services for people over the age of 12 living with autism and learning disabilities. Support is offered in the community and in their own homes, throughout Edinburgh and West Lothian. The intensity of the service can vary. Support can be provided for a few hours, enabling people to access community resources. Also, 24 hour support is offered in people's own homes, in order to maintain tenancies, establish and build skills and grow in independence. The office is based at Winchburgh, West Lothian. The service was registered with the Care Inspectorate on 14 June 2021 and managed by Primecare Health Ltd. At the time of the inspection the service offered care and support to nine people.

About the inspection

This inspection took place on 28 to 30 January and 3 February 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 and leadership.

To inform our evaluation we:

- met with four supported people and spoke to two relatives and received two questionnaires
- spoke with seven support workers and two managers and received twelve questionnaires
- spoke with three professionals working with the service
- observed how well 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 were supported to communicate in a way that was right for them and at their own pace.
- Support workers actively encouraged people to engage in meaningful activities.
- The planning of the support visits was organised and people experienced a consistent support team.
- Leaders engaged meaningfully with staff, people who were using the service, their families and health and social care professionals.
- Staff were well trained and supported.

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?	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 were supported to communicate in a way that was right for them, at their own pace, by people who knew them well. People we spoke to were very satisfied with the quality of the care and support received. Staff would assist people who were anxious in a caring and calming way. This meant people could build trusting relationships at the service.

People were involved with managing money, personal affairs and domestic tasks. This allowed a more inclusive approach for people to make decisions and choices. Staff actively encouraged people to engage in meaningful activities; this kept people stimulated, engaged with interests and connected to the community.

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. Some people received 24 hour support and staff support them well with menu planning and cooking. People enjoyed meals or snacks and drinks that reflected their cultural and dietary needs and preferences. People were supported and cared for sensitively by staff who effectively responded to any signs of deterioration in their health and wellbeing. Medication administration was organised and had regular audits by management which ensured that people experienced safe and effective medication. The management of people's finances and associated audits was also competent.

A person experiencing care said:

"Very helpful, very friendly, a great bunch of people, been busy doing a lot of stuff together."

A visiting professional mentioned comments from supported people:

"She has complimented the staff and says she trusts them and works well with them."

"He feels well supported and feels he has a strong relationship and that they support him quite well."

How good is our leadership?

5 - Very Good

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

Leadership was having a positive impact on staff, as support workers reported good support available from their team leaders which were easily accessible. Team leaders spoke with a genuine warmth and sense of encouraging the best out of people. Support workers were motivated to deliver high-quality care and support. Leaders engaged meaningfully with staff, people who were using the service, their families and health and social care professionals.

Vision, values, aims and objectives were clear and reflected a supportive and inclusive approach. Support workers were empowered to innovate to provide person-led support and positive risk-taking. Personal plans clearly reflected people's needs, their preferences, likes, dislikes, and the specific support required to help them participate in preferred activities and social opportunities.

We found very detailed descriptions of triggers and factors that may contribute to anxiety or distress, alongside clear examples of behaviours that may occur when someone is distressed. The plans provided explicit guidance for staff on how to respond safely and effectively, including strategies to minimise potential harm. These approaches included personalised coping techniques and suggested activities designed to improve mood and thought patterns. This level of detail supported staff to deliver consistent and proactive care.

Where risks were identified, the service had completed risk assessments to reduce these risks. This promoted positive risk taking while ensuring that people remained safe. Plans also emphasised maintaining independence, outlining what people could do for themselves and where they needed support. They reflected people's decision making abilities and identified who should act on their behalf when required. This supported choice, autonomy, and control.

Relative's comments:

"The team leader has brought in energy, drive and enthusiasm and works well."

"I'm happy with the way things are going."

Visiting professionals' comments included:

"Primecare do really positive things with him."

"They are building on what he should be doing such as more community involvement and active outings and are quite creative in meeting his needs that way."

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 training and support.

Staff recruitment processes were thorough. There were quality checks by management about observing staff competence in people's homes. Staff meetings were taking place 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. Staffing arrangements worked well with no agency staff being used, therefore people experienced a consistent support 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.

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 maintain effective outcomes for people experiencing care and promote continuing staff development, workers should be offered more in-depth training, including but not restricted to, Autism, conflict de-escalation, stressed -distressed presentation, GIRFEC, Adult and Child Protection.

This ensures care and support is consistent with the Health and Social Care Standards, which state: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (3.14).

This area for improvement was made on 18 March 2021.

Action taken since then

There was a thorough two day induction for new staff which took place at the service's training room. This included child and adult support and protection, restrictive practice scenarios and maintaining professional boundaries when working with supported people.

Mandatory training included understanding autism and positive behavioural support with learning regarding triggers of distress and interventions to reduce distress. Some supported people needed their support workers to have specific training such as blood glucose monitoring and epilepsy training which had been carried out.

This area for improvement has been 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
1.1 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 leadership?	5 - Very Good
2.1 Vision and values positively inform practice	5 - Very Good
2.4 Staff are led well	5 - Very Good

How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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Compass House
11 Riverside Drive
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