

Care & Support at Home Housing Support Service

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Type of inspection:
Unannounced

Completed on:
21 January 2026

Service provided by:
Inverclyde Council

Service provider number:
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Service no:
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About the service

Care & Support at Home provides a number of different types of support including care at home, and technology-enabled care, which includes community alarms and other technological assistance. The service is provided by Inverclyde Council and works closely with other departments within Inverclyde Health and Social Care Partnership.

The service is led by a team of managers, aligned to geographical teams with Social Care Workers providing direct care and support to people.

At the time of the inspection the service was supporting 2372 people. Of the people supported 1259 were using a community alarm only, 327 were receiving care at home only, and 786 were receiving both types of support.

About the inspection

This was an unannounced inspection which took place from 12 to 21 January 2026 between 09:00 and 21:00. The inspection was carried out by three inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included registration and complaints information, information submitted by the service, and intelligence gathered since the service was registered.

In making our evaluations of the service we:

- spoke with 53 people using the service and of 13 their family members
- spoke with 36 staff and management
- spoke with four professionals
- observed practice and daily life
- reviewed documents
- considered the returned Care Inspectorate survey questionnaires completed by 18 people using the service, five relatives, 85 staff, and 10 visiting professionals.

Key messages

- People experienced compassionate, person-centred care that promoted dignity, independence, and positive wellbeing outcomes.
- Staff were skilled, supportive, and attentive, responding promptly to people's changing health needs.
- Partnership working with families and community health teams was strong and contributed to good outcomes.
- Staffing arrangements were effective, and staff felt well supported.
- Personal plans were well structured and outcome focused.

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
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 the care provided which supported positive outcomes for people, therefore we evaluated this key question as very good.

People consistently experienced warm, person-centred support which meant they felt respected, maintained control over their daily routines, and achieved better physical and emotional wellbeing.

Staff interactions were compassionate and respectful, helping people feel safe and understood. All of the staff we observed demonstrated strong relationship-building skills and worked at each person's pace, which helped reduce anxiety and promoted choice and control. People responded warmly to staff and expressed confidence in the support they received. Dementia aware approaches were well embedded. Staff offered clear explanations, gentle prompting, and reassurance, contributing to calm and positive experiences. People spoke very positively about the service they received, telling us staff were "brilliant," "caring," and "never rushed." These experiences reflect the strong outcomes achieved.

Observations showed that staff arrived punctually, announced themselves appropriately, and used people's preferred names. This supported people to feel respected and reassured from the outset of each visit. Staff explained each step of care and offered meaningful choices, which helped people stay informed, in control, and confident during their care. Safe moving and handling practices were consistently observed, reducing the risk of injury and promoting people's comfort. Staff also ensured call pendants and essential items were always within reach, which helped people remain safe and feel secure between visits.

A strong reablement culture was evident. Staff encouraged people to retain or regain daily living skills, offering support only where needed. This approach enabled people to maintain, and in some cases improve independence and confidence in their daily abilities. People and staff valued this approach. Transition arrangements for those people moving to external providers were well planned and sensitively supported.

People's medication support needs were assessed and consistently recorded in their personal plans. Staff received training in medication administration to ensure staff could provide safe and appropriate support.

Staff were attentive to changes in people's health and identified concerns early, escalating these appropriately to health professionals. This proactive approach prevented deterioration and ensured people received prompt support when they needed it most. Partnership working was a clear strength, helping care to be well coordinated and resulting in more consistent outcomes for people. Staff told us they valued the effective communication with district nurses and community teams, and this was evident in practice. Weekly multidisciplinary huddles supported timely joint decision making, meaning people's needs were reviewed regularly and action could be taken quickly. Families also felt informed and involved, with several telling us communication was "second to none," which helped them feel confident in the care provided.

The service had a range of digital tools to support health monitoring and enhance people's independence. Family members valued the technology, such as motion sensors, door contacts and smart plugs. One family member told us "It's really reassuring to be able to see when my mum has been moving around, getting food out the fridge and boiling the kettle. It gives me peace of mind that mum is ok".

How good is our staff team?**5 - Very Good**

We found significant strengths in staffing levels, skill mix, deployment, and teamwork, which supported positive outcomes for people, therefore we evaluated this key question as very good.

Feedback from people and relatives consistently indicated that they felt well cared for and treated with respect by staff. Comments gathered during the inspection, and through surveys, reflected high levels of satisfaction with the care and support provided by visiting staff.

Safe recruitment practices were well established. Selection processes included a practical care note exercise, which strengthened decision making. There is scope to further develop interview questions to ensure they reflect the Health and Social Care Standards.

Staff wellbeing was prioritised and supported through structured initiatives, including dedicated wellbeing roles, newsletters, and appreciation events. Staff told us they felt valued, and they described managers and Senior Carers as approachable, responsive, and supportive. This contributed to a positive team culture where staff felt confident raising concerns and seeking guidance. This ensured people experienced care delivered by a proactive, well motivated and stable staff team.

Staff supervision was reflective and meaningful. Staff valued having protected time to discuss their practice which helped them feel confident, and able to maintain high standards. Supervision records showed clear actions and agreements, demonstrating that discussions led to purposeful follow up and continuous development. Observations of Social Care Workers' practice were used constructively to support learning and reinforce safe practice, helping ensure people consistently experienced care that was competent, safe, and aligned with best practice.

Team meetings were held regularly and provided opportunities for shared learning and staff involvement. Staff felt listened to and confident that managers would act on their feedback. Staff shared positive feedback about their work, describing it as "rewarding," and "meaningful," and they felt well supported by managers. Staff highlighted training, supervision, and communication as particular strengths of the service.

Digital records showed no evidence of missed visits, and people consistently told us that staff arrived on time and stayed for the full time allocated. This meant people could depend on the service. Staff reported they had enough time to complete tasks safely, which supported high-quality interactions rather than rushed care. Out of hours arrangements were well managed, and staff described reliable support from managers when seeking advice out with core hours. This helped ensure people received safe and responsive care at all times, including when unexpected issues arose at any time of the day.

A new care management system had been introduced in the last year which helped with scheduling people's visits. Some people told us this had led to changes in their regular staff, which affected the consistency of their care. We recognised that the system was still being embedded, and we saw that visits were now being planned to ensure greater consistency. We saw data that reassured us consistency of care was improving, and managers were keeping a close eye on this through regular reports. We were reassured that the service understood the remaining challenges and was actively working to address them.

How well is our care and support planned?

5 - Very Good

We found significant strengths in how care was assessed, planned, delivered, and reviewed to meet people's needs, wishes and rights, therefore, we evaluated this key question as very good.

Care planning supported positive outcomes and promoted people's rights, wishes, and independence. Care plans were easy to navigate and included detailed information about outcomes, health needs, routines, and risks. Personal preferences were well recorded, including meaningful details such as morning routines and specific likes. This supported consistency and ensured care aligned with people's identity and choices.

First person statements helped maintain the person's voice and reinforced a rights-based approach. Plans reflected genuine engagement with people and demonstrated dignity, autonomy, and individuality. One person told us "When I first started to get care, they asked me all about my likes and dislikes and daily routines. I was so surprised that they spent so much time, and it was very thorough".

Risk assessments were relevant and proportionate. They provided clear guidance to staff to support safe working, covering mobility, medication, and environmental risks.

Reviews took place at least every six months and included people and their families where appropriate. This meant people had regular opportunities to reflect on their support, share their views, and influence any changes needed in their care. Staff undertaking reviews had strong knowledge of individuals, which helped ensure discussions were informed and meaningful, and that people felt listened to and understood.

The service had introduced a team of Social Work Assistants to work alongside Senior Social Care Workers to carry out assessments and reviews. This approach helped ensure reviews were completed on time and properly reflected what mattered most to people. As a result, personal plans remained current and accurately guided staff practice, reducing risks and supporting people to experience care that aligned with their wishes and needs.

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

Where people require staff to administer their medication, the provider should ensure that there are arrangements in place to do this safely.

In order to do this, the provider should provide staff with printed medication administration recording sheets that include the name of each medication given. The provider should ensure that information about the medication that people are prescribed, the indications for their use and their side effects are available within people's support plans.

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

'I receive high quality care and support that is right for me' (HSCS 1.1);
'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24);
'I have confidence in the organisation providing my care and support' (HSCS 4.1); and
'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 15 April 2019.

Action taken since then

Where people require staff to administer their medication, the provider is now providing staff with printed medication administration recording sheets that include the name of each medication given.

The service has now pre-loaded the Right Decisions app onto each carer's mobile device, giving them access to information about medications, the indications for their use, and any potential side effects. These measures support safer and more informed medication practices.

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
1.3 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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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