

Your Care at Home Housing Support Service

Rankine Street
Johnstone
Paisley
PA5 8BG

Telephone: 07903323529

Type of inspection:
Unannounced

Completed on:
8 January 2026

Service provided by:
Your Care at Home Limited

Service provider number:
SP2011011582

Service no:
CS2023000401

About the service

Your Care at Home is registered as a care at home and housing support services to provide a support service to older adults, aged over 50 yrs and older people living in their own homes across Renfrewshire. The service provides personal care, help with meals, domestic tasks, and support with daily living in people's own homes.

At the time of the inspection, the service supported eight people.

About the inspection

This was an unannounced inspection which took place on 6 and 7 January 2026. The inspection was carried out by one inspector 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 four people using the service and three of their family members
- spoke with four staff and management
- observed practice and daily life
- reviewed documents
- considered the returned Care Inspectorate survey questionnaires completed by four relatives and four staff.

Key messages

- People experienced compassionate, reliable support that helped them feel safe and confident at home.
- Staffing levels were stable, and people benefited from consistent visit times and familiar carers.
- Personal plans were clear, person-centred and guided staff to meet people's needs effectively.
- Staff responded promptly to changes in people's health, supporting positive outcomes.

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 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 safe, valued and reassured because staff understood their preferences, routines and what mattered to them. Staff interacted with people warmly and respectfully, which helped reduce anxiety and promote emotional wellbeing. Several people said staff never rushed them and always treated them with dignity, which increased their confidence and sense of comfort.

Staff understood their role and were proactive in identifying changes in people's health. They made timely referrals to other professionals, such as district nurses and podiatry, ensuring that people were treated promptly and remained well. Most people told us their confidence and wellbeing had improved since receiving the service. One person said "I'm so lucky to have these girls. They look after me so well. I wouldn't be able to stay at home without them".

Staff provided care in line with the Health and Social Care Standards and adapted their support as people's needs changed. This enabled people to remain as independent as possible while receiving the right level of help. Personal plans were detailed and person-centred, offering clear guidance for staff. Medication was managed safely with accurate and up-to-date records kept. Risk assessments were thorough and tailored to people's needs. Staff recorded accidents and incidents appropriately. These records were used effectively by the manager as learning opportunities to prevent recurrence.

Weekly rota sheets kept families informed of who would be visiting. Families appreciated this. Relatives told us staff knew their family members well, and people confirmed this. Staff respected people's individual preferences and interests, and encouraged meaningful engagement, such as conversation and shared activities.

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.

Staff were confident in delivering personal care, medication support and mobility assistance. We observed staff providing attentive, high quality care. Staff demonstrated a very good understanding of people's needs, including dementia care, and adapted their approach sensitively. Although only one formal supervision per staff member had been recorded in the last year, this had not affected the quality of care. However, more frequent supervision would strengthen ongoing professional development.

Staff demonstrated the right skills, knowledge and values to deliver safe, person-centred care. All staff spoke positively about their role and described the team as supportive and close knit. This helped ensure reliable and consistent care from staff who knew people well.

Communication within the team was strong, supported by updates and regular team meetings. The manager was approachable, visible and responsive, which supported morale and a positive working culture. All staff spoke highly of the manager. One carer said "I've worked in care for 19 years and never have I worked for a more caring and supportive service. The manager goes above and beyond for the people we support".

Rotas were planned effectively, and people experienced consistent visit times. Staff had enough time during visits, including travel time, to allow them to provide unhurried, high quality support.

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.

Personal plans were detailed, person-centred and aligned with the support we observed. They clearly described people's routines, preferences and abilities, enabling staff to deliver consistent and tailored care. People and their families were fully involved in developing and reviewing personal plans. This ensured that people had choice, control and dignity in their care.

Personal plans were updated promptly when an individual's needs changed. For example, support with showering increased as an individual's dementia progressed, and safety measures were introduced with people following a fall(s). Risk assessments were regularly reviewed and supported safe, positive risk taking. One relative told us "After my mum's falls, and her dementia got worse, they reviewed her care and gave her the extra support that she needed. They helped her to shower every day after that. I didn't even need to ask. We've won a watch with these carers". Up to date and accurate personal plans meant people were receiving the right care at the right time to meet their individual needs.

Formal six monthly reviews and informal three monthly reviews were outcome focused and captured people's own words. Families were actively involved and feedback was very positive. One relative praised how they had been involved in their loved one's personal planning and said that regular updates were essential for their confidence in the service. "The assessment was really thorough. They took the time to understand what actually matters to my mum, and the care plan reflected that".

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

To ensure that the service is operating effectively, the provider and managers should ensure that the service uses robust quality assurance and improvement processes. This should include, but is not limited to:

- a) all staff completing refresher training within a required timescale
- b) continuing to carry out regular staff supervision and appraisals, which includes observations of staff practice
- c) reviewing and updating policies with relevant details
- d) continuing to update the Service Improvement Plan which clearly identifies and measures improvements to the service and service user outcomes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19) and 'I use a service and organisation that are well led and managed' (HSCS 4.23).

This area for improvement was made on 7 September 2023.

Action taken since then

The service had ensured that all staff completed refresher training within the required timescales. Supervision, along with observations of practice, had been carried out for all staff. All relevant policies had been reviewed and updated. The service had regularly updated its improvement plan, including objectives and realistic target dates.

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 |

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.