

Roberts Care & Training Ltd

Housing Support Service

West Dunbartonshire Community Health & Care Partnership
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Type of inspection:
Unannounced

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Service provided by:
Roberts Care & Training Limited

Service provider number:
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Service no:
CS2009193465

About the service

Roberts Care and Training Ltd provides housing support and care at home to people with a range of needs living in the community. People who use the service are diverse including older people and adults with physical disabilities, learning disabilities and/or mental health issues. The service is currently available to people living within the Renfrewshire area. Staff support people to achieve their individual goals and outcomes. For many people this involves activities of daily living such as taking medication, personal care, meal preparation and accessing the community.

There were 38 people using the service at the time of inspection.

About the inspection

This was an unannounced inspection which took place on 13, 14, 15 January 2026 between the hours of 08:40 and 17:00. 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 previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with six people using the service and three of their family/representatives
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents.

We also took into account 14 returned Care Inspectorate questionnaires, five from people and relatives, four from staff and five from professionals.

Key messages

- Staff consistently respected people's rights by seeking consents throughout support offered.
- People were supported by caring and compassionate staff demonstrating good values.
- Staff were skilled at building positive relationships with people.
- Relatives we spoke with shared staff were well trained and competent to deliver care to their loved ones.
- People benefit from staff who were safely recruited.
- The service was highly valued by people and relatives.

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 can expect their health and wellbeing to benefit from their care and support. People told us and we observed staff who were kind, caring and compassionate. Comments included 'staff have such empathy and patience' and 'I just couldn't manage without the staff', 'They always check and re-check if everything is ok'. This approach supported people's rights and promoted emotional wellbeing.

The feedback we received was overwhelmingly positive. Relatives shared 'staff are terrific' 'well trained' and felt their loved ones are well cared for and safe, building confidence in the service. Several relatives shared they felt reassured and involved and that the service was very valued. People's wellbeing benefited from the stable and consistent staff team around them.

The service had effective relations with external health professionals who were involved with people using the service. 'Communication is a real strength in Robert's care and training. The service is flexible and the staff are so kind and caring' 'they highlight any changes where appropriate'. This meant people were able to access the right healthcare from the right person.

People shared that the management team were adaptable in arranging and re-arranging support when they needed to attend appointments or had family celebrations. People liked the person-centred approach to meeting their needs and shared they felt listened to and this fostered respect.

People's wellbeing benefitted from food and drinks which met their needs and wishes. People were supported with eating and drinking, choice was promoted throughout all observations. Care plans noted relevant allergies. It would be good to see people's preferences further highlighted. We shared guidance about malnutrition risk as some people we visited were not eating well despite the efforts of staff. These risks were highlighted within the nutrition and hydration part in the care plan and we were assured that these needs were communicated well to staff supporting. All food support was provided at a relaxed pace, with staff taking time for meaningful support giving people time to enjoy their meals.

People can expect that medication support is safe. Medication practices we observed were robust with accurate recording in all sampled records. Staff had completed medication training refreshers, and had observations of their practice. This gave assurances that staff were knowledgeable and competent in medication administration.

Care plans sampled were reflective of people's outcomes and wishes, setting out their individual care and support needs. We asked that people's photographs were added to the plans. Risk assessments were in place where needed to promote the health and wellbeing of people and staff followed these in observed visits. The service had recently moved to electronic care plans and shared that some information had not moved over as yet. This information was available in paper form.

People were involved in developing and reviewing their support plan. Reviews were undertaken on a regular basis, and actions to be followed up were clearly documented. This demonstrated staff delivering current care in line with people's choices and wishes, supporting wellbeing.

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.

Recruitment practice was safe and effective, and we were pleased to see value-based questions included in the interviews. New staff felt supported by the robust induction and shadowing opportunities.

Staff were skilled at building positive relationships with people and a small, consistent staff team fostered trust with people and relatives. Information on the family app meant people knew who was coming to support them.

People told us they were supported by well trained staff, and they had no complaints about the service as they were encouraged to feedback regularly. Staff reported that the training they received met their needs and helped ensure they were competent in their roles. Some staff were embarking on their professional qualifications to further support their development. Staff shared they were well supported by the management team, and felt valued which allowed them to support people well. Staff were clear on their responsibilities and confident to escalate any concerns they had promptly. This demonstrated staff having the skill to protect people from harm.

Team meetings were well attended and creative with good action plans to address issues, giving staff learning opportunities and highlighting good practice. Regular supervision was provided to support staff to reflect on their practice.

People can expect staffing arrangements to be right and staff to work well together. There were systems in place to assess how many staff hours were needed with adequate contingency to cover short notice call off, leave or training. Staffing levels and arrangements were effective and contributed to consistently positive experiences for people. Staff received their rota in advance allowing them to plan a work/life balance.

There was an on call service to assist staff out with office hours. This was covered by the management team however on occasion unqualified staff held the phone. We asked the manager to ensure that the staff who held the phone were appropriately skilled and qualified; we were given assurance of this.

Throughout this inspection we heard about the positive relationships people and staff have with the office and management team. Staff were flexible in helping each other and worked hard to support positive outcomes for people.

It was positive to hear that additional staff were to be upskilled to supplement the current office staff adding a contingency to the service. Staff wellbeing was a priority. Staff shared they were happy and committed to their role. There had been a recent staff party, thanking staff for the positive effect their practice had on the wellbeing of people using the service.

There was a clear commitment from the provider to support staff wellbeing to ensure this translated to deliver positive outcomes for people using the service.

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 people's care and support needs are met safely, the provider should ensure recruitment consistently follows good practice guidance. This should include, but is not limited to, ensuring all required checks are carried out and that staff are correctly registered at all times with their professional body.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4.24).

This area for improvement was made on 28 October 2024.

Action taken since then

Safe and effective recruitment practices were in place to recruit staff in accordance with good practice and national safer recruitment guidance in all records sampled. Staff were registered with their professional body and monthly checks were completed by the management team assuring people were correctly registered.

This area for improvement is met.

Previous area for improvement 2

To ensure people get the right support, the provider should ensure all relevant training is in place and that it is linked to people's needs. Staff should take part in such training.

This is to ensure that the quality of staff is consistent with the Health and Social Care Standards (HSCS) which state that: "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" (HSCS 3.14).

This area for improvement was made on 28 October 2024.

Action taken since then

A number of staff had been identified for vocational qualifications. Some were part way through with others starting. Once completed, this would meet the conditions for their professional body and all staff will be expected to complete this. Staff had participated in training on a number of key areas and this was tracked on the training matrix provided. Training was linked to people using the service and their needs and conditions, for example epilepsy and dementia were included. Staff felt comfortable highlighting where additional training was required, and this was supported by competency checks and during staff supervision.

The management team were embarking on train the trainer for medication and would soon be able to deliver this to staff. People and relatives, we spoke with felt staff were well trained and competent to deliver care.

This area for improvement is 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

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