

TFY Care Edinburgh Support Service

Canal Court
40 Craiglockhart Avenue
EDINBURGH
EH14 1LT

Telephone: 01313782600

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Careathomeservice.tech Ltd

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About the service

Time for You Care Edinburgh (referred to as TFY hereafter in this report) is a provider of care at home and housing support services to people over the age of 18 across the Edinburgh area.

Services offered range from complex personal care and medication support to companionship and domiciliary services.

The service operates as one staff team, with an office located in central Edinburgh.

At the time of the inspection TFY provided care to 156 people.

About the inspection

This was a full inspection which took place between 26 January - 04 February 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 information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we: considered 23 responses to our care standards questionnaires. We undertook a series of home visits, speaking with eleven people using the service and three of their family representatives. We also spoke with ten staff and management.

We observed practice, reviewed a wide range of documentation and spoke with a visiting professional.

Key messages

People consistently spoke positively about the quality of their care and support.

Staff were observed to engage well with people, promoting choice and enabling positive well-being.

The office based management team were viewed as responsive by people who experienced care and described as supportive by staff.

The service enabled very good health outcomes for people they supported.

There was a good level of staff retention in the service. This helped ensure the delivery of consistent care and the building of good relations between staff and people they 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 staff team?	4 - 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 provider's overall performance in this key question as very good. This meant positive outcomes for people significantly outweighed areas for development.

People who experienced care told us that staff were polite, respectful, and attentive, delivering care with genuine warmth, kindness, and compassion.

This helped foster strong, trusting relationships and enabled people to benefit fully from the support provided.[PA1.1]

Care was delivered at a pace that reflected each person's individual needs and abilities. From our observations during home visits, it was evident that staff actively sought to promote choice, independence and always encouraged people to maintain their skills of everyday living.

One person shared, "They are always friendly to me, I look forward to the visits. Staff are patient. they never rush me." Another person said "My carers are always kind, considerate and helpful. They are very professional and respect my dignity at all times during personal care".

Family representatives also spoke positively about the service. We consistently received very good feedback regarding the quality of support. One family member advised us "One carer in particular goes above and beyond what is expected. They know XXXX extremely well and are amazing. This puts our mind at ease. We feel that XXXX is in safe hands".

It was evident that there was a meaningful focus on partnership working between people experiencing care, their families, and TFY staff. Collaborative approaches helped ensure that care remained person-led and contributed to positive well-being outcomes.

The service demonstrated a clear understanding of when people's changing needs required additional aids or equipment. Management were pro-active in making timely referrals to external professionals across Health and Social Care and other community-based agencies. These responsive practices supported the delivery of effective well-being outcomes.

People and their family representatives told us that staff were diligent in their use of Personal Protective Equipment (PPE) and consistently followed good Infection Prevention and Control (IPC) practices. This good practice contributed to very good health and well-being outcomes.

Medication administration was effective, with people being supported to take their medication in line with prescribers' instructions. We noted improvement around guidance for effective topical medication administration.

How good is our staff team?

4 - Good

We assessed the performance of the service in this area as good, recognising a number of key strengths as well as some areas for development.

We considered safer recruitment documentation, noting that aspects of how this information was presented needed additional clarification. The service responded promptly, amending a template associated with evidencing best practice compliance.

It was clear that staff working at TFY Care were appropriately checked and vetted for suitability for their work with people experiencing care prior to deployment.

All staff we met were able to clearly articulate values and approaches to care that aligned with the Health and Social Care Standards and the service provider's aims and objectives.

The service had improved their strategies for ensuring all staff are registered with the Scottish Social Services Council (SSSC) and that they have equitable access to Scottish Vocational Qualification training essential to their roles.

When we observed staff interactions with people they supported, we noted that they communicated effectively and wore appropriate personal protective equipment. It was evident staff knew people well and used this knowledge and insight to establish effective working relationships with those they supported.

There was good level of overall consistency in the staff providing support. People told us they valued having a regular core team, saying this continuity helped build trusting relationships and contributed to positive care outcomes. We were advised "staff are polite and conscientious, I like to talk with them and feel they know me well".

Staff had access to a comprehensive range of mandatory training. When we considered staff training, we noted some variation in the uptake of refresher training associated with the core learning programme. In addition, we found areas for development around how the service documented training that took place out with the core training schedule.

We discussed the breadth and scope of training with management, receiving an undertaking that the service will strive for consistent compliance with their mandatory refresher training and develop systems around documenting training which complimented core learning.

Managers carried out detailed observations of staff practice, undertaking a series of competency assessments, which provided them with meaningful insight into staff skills and performance.

The service were good at considering staff skills mix and took into account people's choices and preferences when scheduling support visits. This contributed to good balance and personalisation of support.

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

All medication should be administered in accordance with the prescriber's instruction.

Topical and transdermal medicated patch administration guidance and recording systems should be developed further, with a focus on evidencing best practice and safe management.

Health and Social Care Standards, My Support,-My Life

1.24 Any treatment or intervention that I experience is safe and effective.

4.11 I experience high quality care and support based on relevant evidence, guidance and best practice

This area for improvement was made on 2 September 2024.

Action taken since then

There was clear improvement around guidance topical and transdermal patch administration. Body maps and personal plan guidance supported staff to administer this medication effectively.

This area for improvement was met.

Previous area for improvement 2

Personal plans should provide more detailed guidance around supporting people with stress and distress and promoting adequate nutritional intake .

Where risk is identified, there should be a clear risk management response, in order to guide staff and promote effective care outcomes.

Health and Social Care Standards, My Support-My Life

1.15 My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

3.18 I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty.

This area for improvement was made on 2 September 2024.

Action taken since then

Personal plans helped guide staff to work effectively with people's stress and distress. there was good detail around nutritional preferences. This helped minimise risk and promoted positive well-being outcomes.

This area for improvement was met.

Previous area for improvement 3

The service should ensure that they have a clear strategy which enables staff to access relevant SVQ training linked to their conditions of registration with the SSSC.

Health and Social Care Standards-My Support-My Life

3.14 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.

See also SSSC Codes of Practice for Employers of Social Service Workers(2024)

2.4-Lead workers to continuously improve their practice and professional development, while ensuring their fitness to practise

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3.4-Support workers who need to be registered with the SSSC to meet and maintain their conditions for registration and the requirement for continuous professional learning and development.

This area for improvement was made on 2 September 2024.

Action taken since then

The service have developed their strategies around facilitating access to SVQ training. When we met staff, they had either undertaken relevant learning, or they were awaiting enrolment on the requisite course.

This area for improvement was met.

Previous area for improvement 4

Service reviews should have a greater evaluative focus on the outcomes arising from care delivery.

Where risk is identified, there should be a clear risk management response, in order to guide staff and promote effective care outcomes.

Health and Social Care Standards, My Support-My Life;

2.17 I am fully involved in developing and reviewing my personal plan, which is always available to me.

4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

This area for improvement was made on 2 September 2024.

Action taken since then

Service reviews were undertaken at regular intervals outlined or as and when people's needs changed. Reviews appraised outcomes and allowed people to contribute to future care planning.

This area for improvement was 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?	4 - Good
3.1 Staff have been recruited well	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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