

Spinal Homecare Services Support Service

157 Stricklandgate
Kendal
LA9 4RF

Telephone: 01539 730 777

Type of inspection:
Announced (short notice)

Completed on:
25 February 2026

Service provided by:
Spinal Homecare Services Ltd

Service provider number:
SP2005007368

Service no:
CS2005092129

About the service

The service, which operates on a national basis, provides care at home to service users, from 16 years of age, who may have diverse needs due to spinal injury and/or other physical disabilities. The agency office base is located in Kendal, Cumbria.

At this inspection Spinal Homecare Services Ltd was providing 24 Hour live-in care and support to four service users in Scotland. The service provides care packages to the service users by providing personal assistants who generally work for two weeks followed by a week off when a replacement carer is provided.

About the inspection

This was a short announced inspection which took place on 25 February 2026. The inspection was carried out by one inspector from the Care Inspectorate. This inspection was to follow up on one requirement made at the previous inspection on 04 December 2025.

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 the registered manager
- Reviewed documents and processes.

Key messages

- Improvements had been made to ensure that people could be assured that staff working in Scotland were members of the Protection of Vulnerable Adults Group (PVG) and were registered with the Scottish Social Services Council (SSSC).

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 good is our staff team?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our staff team?

4 - Good

We made a requirement in December 2025 for the service to ensure that staff are registered with the Scottish Social Services Council (SSSC) as their job role requires; and that staff did not work in Scotland before their membership of the Protection of Vulnerable Groups (PVG) scheme had been confirmed. The provider was able to provide us with confirmation of both for their current staff and had implemented new systems to maintain this going forward for new staff. This requirement has been met.

Because we could be assured of these being in place and as a result of the improvements made, we have re-assessed the grade for quality indicator 3.1 from an 'adequate' to a 'good'.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 26 February 2026, the provider must ensure that people can be confident that all staff are registered with the Scottish Social Services Council (SSSC) as their job role requires; and that staff do not work in Scotland before their membership of the Protection of Vulnerable Groups (PVG) scheme had been confirmed.

This is to comply with Regulation 9 (Fitness of employees) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support 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) and 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This requirement was made on 4 December 2025.

Action taken on previous requirement

Please see information under Key Question 3.

Met - within timescales

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 good is our staff team?	4 - Good
3.1 Staff have been recruited well	4 - Good

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