

# Rutherglen Care at Home Service Housing Support Service

Social Work Resources  
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**Type of inspection:**  
Unannounced

**Completed on:**  
5 February 2026

**Service provided by:**  
South Lanarkshire Council

**Service provider number:**  
SP2003003481

**Service no:**  
CS2004073574

## About the service

Rutherglen Care at Home Service is registered to provide care and housing support to people living in the community. The service provider is South Lanarkshire Council. The service operates from an office base situated in Cambuslang.

Care and support is provided to people with a range of support needs in their own homes across the Rutherglen, Cambuslang and surrounding areas. This includes support with various healthcare needs, personal care and assistance, medication support and practical assistance to live independently.

The service also manages and supports the home care staff, who provide an alert response when a community alarm is activated, across the whole of the South Lanarkshire area.

At the time of the inspection, the service was providing care at home support to 236 people.

## About the inspection

This was an unannounced inspection which took place between 2 and 5 February 2026. The inspection was carried out by one inspector and an inspection volunteer from the Care Inspectorate.

Our inspection volunteers are members of the public who have relevant lived experience of care either themselves or as a family carer. They speak to people and families during inspections to ensure their views and experiences are reflected accurately in the inspection.

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 22 people using the service and 11 relatives/family members
- spoke with 24 staff and management
- observed practice and daily life
- reviewed documents.

Prior to the inspection, we asked the service to issue surveys to people experiencing care, staff and supporting professionals. We received 17 responses from people who use the service, 70 responses from staff and 11 from supporting professionals.

**Key messages**

- People experienced care that was delivered with compassion, dignity and respect.
- People spoke highly of staff providing their support.
- People experiencing care, and their relatives, consistently expressed clear appreciation for the service provided.
- Staff demonstrated a very good understanding of people's needs and how best to meet them.
- Staff, overall, reported strong job satisfaction and felt respected, listened to, and valued within the service.
- The service demonstrated a high level of commitment to continual improvement.

**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 consistently told us that staff providing care and support were kind and considerate. We observed warm and considerate interactions where people were treated with dignity and compassion. This supported trusting relationships and meaningful connections.

People told us that they were very satisfied with the care and support they received. They described staff as caring and approachable. People spoken with consistently reported positive experiences and felt that staff engaged with them in a caring and respectful manner. Comments included:

"The carers are phenomenal, they go above and beyond and don't know where [I] would be without them."

"Regular staff visiting me and all are kind and respectful. No concerns with any of them."

"All my carers who visit are wonderful."

"I like that they [staff] don't seem rushed when they visit me. I look forward to their visits every day."

"The [staff] are very good at letting me know about any changes in my relative."

"The support is just what my relative needs and they benefit from the social aspect of the visits staff also provide."

On our visits, we observed that people's views were listened to and they were fully involved in decisions about their care and support, consistent with their needs and wishes. We observed staff actively promoting independence which supported people's confidence and contributed positively to their overall health and wellbeing. This helped people feel more able to continue living safely at home.

Daily records provided meaningful information that enabled staff to identify changes quickly and act promptly. The service involved relevant health professionals promptly when staff identified any changes or concerns for people. Effective working relationships with health and social care professionals ensured that people received the additional support they needed, which contributed positively to their health and wellbeing.

Medication support was well-managed, with people's needs clearly assessed and accurately reflected in their personal plans. Staff had received appropriate training which contributed to safe and effective practice. We observed staff actively encouraging independence during medication tasks which promoted people's confidence and supported positive health and wellbeing outcomes.

Families reported very good communication and felt reassured that staff were attentive and proactive in responding to even small changes in their relatives' wellbeing.

Personal plans were person-centred, detailed and written in first person language. They clearly described people's preferences, routines, risks and outcomes. Regular reviews ensured people and families were fully involved in shaping their care.

The management team responded appropriately to the improvement focused feedback shared during the inspection, and we were assured that suitable processes were in place to address the areas identified for improvement.

## 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.

The views shared by people, relatives and stakeholders demonstrated that the staff team was valued and well-regarded. During our visits, home care staff were observed providing caring, supportive contact, creating opportunities for laughter, reassurance and meaningful inclusion.

Staff also had a clear understanding of when to escalate concerns to managers or health professionals, ensuring timely and appropriate intervention for people supported.

Some staffing and operational changes had occurred since the last inspection including the appointment of new team leaders. The scheduling team was now integrated into the service locality. Scheduling staff had gained more insight about the service provided through shadowing visits and attending team meetings.

Staff received a broad range of training, both online and practical, covering key areas such as moving and assisting, adult support and protection and infection control. Practice observations supported staff competence, and training records were well-maintained with clear management oversight. A training plan was in place, promoting continuous development and supporting confident, skilled practices.

Staff described feeling motivated and well-supported. Communication was effective through regular team meetings, updates, and supervision. Supervision and appraisal records sampled were reflective and clearly documented actions. Staff valued these opportunities, and their wellbeing was consistently prioritised.

Staff consistently reported that they felt listened to and valued which supported a positive culture that enabled high quality care.

The management team maintained effective oversight of staffing levels to ensure people's needs were met safely. Staffing arrangements were reviewed regularly and adjusted when required, ensuring the service had sufficient staff. We found no evidence of missed visits, and people told us they felt confident in their care team. This supported continuity with people receiving care from staff they knew and trusted.

Staff felt encouraged in their roles and motivated to deliver high quality care. Regular meetings, supervision and annual appraisals helped maintain clear communication and professional development. This contributed to a skilled and positive staff team.

Staff morale was good throughout the service, with staff expressing high levels of satisfaction in their work. This supported people to experience warm and consistent care from a positive and enthusiastic workforce.

## 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 supported know who will be providing the care and support at home, the provider should improve the systems to consistently communicate to people receiving care any changes to the staff scheduled to provide the care.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I know who provides my care and support on a day to day basis and what they are expected to do. If possible, I can have a say on who provides my care and support" (HSCS 3.11).

**This area for improvement was made on 25 February 2025.**

#### Action taken since then

Communication regarding changes to staff visits had improved since the last inspection. A letter was issued to all people receiving support in August 2025, and coordinators now discuss visit windows during reviews and new assessments. Changes are communicated by email or phone. Home care staff consistently inform people who they are scheduled to visit next. While some people told us they remain unsure at times who will be visiting, the service had plans to introduce a digital system in 2026 to further strengthen consistency and enhance real time communication with people receiving care and their relatives. This is an area the service is aware they need to continue to monitor.

**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](http://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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