

KINCARE HEALTH SOLUTIONS

Housing Support Service

Unit 1-3
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Type of inspection:
Unannounced

Completed on:
30 January 2026

Service provided by:
Kincare Health Solutions Ltd

Service provider number:
SP2021000138

Service no:
CS2021000232

About the service

Kincare Health Solutions provides a care at home and housing support service to adults and older people which may include people with a learning disability at homes and the community. The office is based in the East side of Edinburgh.

The team consists of the managers, care coordinator, quality assurance, senior carers and carers. At the time of the inspection 94 people were receiving varied levels of care and support.

About the inspection

This was an unannounced inspection which took place on 21, 22 and 26 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 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 sixteen people using the service and nine of their family delete
- spoke with thirteen staff and management
- observed practice and daily life
- reviewed documents
- spoke with two involved professionals

Key messages

- People's health and wellbeing was being supported
- People had support from a core staff team
- People and staff had built positive relationships

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 had various levels of support throughout the day and were visited in their own homes where they lived alone or with loved ones. People were mostly visited by a core staff team. No agency were used in the service. This meant people were visited by a core staff group whom they knew.

We met people who told us staff supported them with dignity were kind, caring and respectful in their homes. One person we spoke with said 'everyone does job really well, carers keep me involved' another person told us 'all staff kind and caring, definitely show me dignity and respect'. We observed some people and staff at home where interactions were compassionate and kind and people made their own choices. This meant people experienced care and support from staff who were aware of their preferences.

People's personal plans included their preferences and relevant risk assessments. Regular reviews of the plans were undertaken and updates added when changes occurred. People and families were involved in the reviews and could view their personal plan on line if they wished. Safe medication administration systems were used. Some people continued to manage medication themselves or were supported by their family. Managers undertook monthly audit checks and had daily oversight on the system. Staff training and competency checks were in place. This meant people had a personal plan, with safe medication systems that were right for them.

Some people were supported by staff for meal and food preparation, whilst others had support from loved ones. People's plans contained information about what people enjoyed to eat and drink. Where able staff encouraged people to be independent. People made their own choices in what food and drinks they had at mealtimes. We observed staff offering people drinks, leaving snacks and fluids for people to enjoy during the day. As a result of this people were supported to have meals they chose and enjoy at home.

A range of professionals supported people in their homes. Some people had daily support from the district nursing team. Family members we spoke with told us communication with the service was good. Professionals we spoke to told us staff were engaged in people's reviews and were responsive with positive communications and feedback when they requested updates. These approaches for people meant the service and involved professionals worked together to support people's health and 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.

A core group of staff supported people. Staff were deployed on regular routes and mostly worked in the same teams to provide care and support. The service were aware of requests for some time changes and were looking to improve these for people. Staff were aware of people's preferences. This meant people were included and had positive relationships with staff who supported them.

New starts in the team had a period of induction. A variety of online and face to face training for staff was provided to support them in their role. In addition managers had completed 'train the trainer' courses to support the staff team. Staff had access to an employee wellbeing scheme. Training for staff was up to date and managers had oversight of when refresher training was due. Staff told us they had the opportunity to enrol for vocational awards. Regular staff supervisions, observations of practice and spot checks took place to monitor staff competency. These approaches meant people could be confident staff were trained and had time to reflect on their practice.

Rotas for the staff team were prepared in advance. People or their families could access the rota if they wished. An on call rota out of office hours was in place to support staff. Daily updates and communications were via the electronic system on staff members phones. As a result staff had up to date information to support people's health and wellbeing.

Team meetings were held monthly. Staff told us communication with the senior team was good as well as good support from colleagues they worked with each day. We observed positive interactions between staff their colleagues and managers. The service had captured feedback from annual surveys and planned to develop an action plan. This meant people experienced care and support from a team that had positive communications and working relationships.

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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