

South Ayrshire Care at Home Housing Support Service

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Type of inspection:
Unannounced

Completed on:
12 February 2026

Service provided by:
South Ayrshire Council

Service provider number:
SP2003003269

Service no:
CS2006133677

About the service

South Ayrshire Care at Home service is registered to provide care at home and housing support to vulnerable adults across the South Ayrshire council area.

The service is managed from a base at the Office Overmills of 2a Westwood Ave, Ayr KA8 0QR. They also have access to offices and rooms at South Lodge in Ayr, at the County Buildings Ayr, Maybole Health Centre and Troon Municipal Buildings.

The service states its aims are:

- South Ayrshire Council Care at Home aim to provide a flexible person-centred service, delivered by skilled and motivated Care at Home staff in attending to your assessed needs.

About the inspection

This was an unannounced inspection which took place on 10, 11 and 12 February 2026 between the hours of 07:00 and 19:30. The inspection was carried out by four 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:

- spoke with 30 people using the service and eight of their family
- spoke with 43 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People experienced warm, compassionate and respectful care that supported their wellbeing.
- Staff were skilled, attentive and carried out care in a person centred way, paying close attention to people's preferences.
- Health needs were responded to promptly, with safe medication practices and clear risk assessment processes.
- Staff recruitment, training and induction were robust, and many staff felt supported and confident in their roles.
- Staff felt limitations in office space and resources affected their wellbeing and efficiency.

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

Quality Indicator: 1.3 - People's health & wellbeing benefits from their care and support.

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 experienced care that was warm, respectful and highly person centred. Inspectors observed staff interacting with kindness and compassion, taking time to speak gently with individuals and explain every step of the support they were providing. These approaches helped people feel at ease, respected and in control.

People benefited from safe and effective support with their health needs. Staff responded promptly to emerging concerns and sought advice from relevant healthcare professionals, contributing to positive health outcomes. Hydration, nutrition and medication were well managed, with staff following agreed monitoring arrangements and adhering to a robust medication audit process.

Care planning supported person centred practice. Staff had access to plans both in homes and electronically, helping them understand people's routines, preferences and health needs. Risk assessments were clear and staff understood how to report and manage risks.

People supported and relatives gave highly positive feedback about the quality of care, highlighting how the service enabled them to maintain independence at home. Some people reported that continuity of carers was an issue. This inconsistency caused anxiety for some and occasionally affected the quality of their experience. Overall, care was warm, safe and responsive.

The service showed awareness of good practice in promoting participation, involvement and equality, by keeping people and their families informed through newsletters, reviews and asking for feedback using the care opinion application and also through quality assurance visits. This gives people an opportunity to be involved in the improvement of the service.

How good is our staff team?

4 - Good

Quality Indicator: 3.3 - Staffing arrangements are right and staff work well together

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Recruitment processes were robust, following safer recruitment practices including structured interviews, reference checks and right to work verification. Staff registration was well monitored, and qualifications were supported effectively. These processes helped ensure that people were cared for by competent and appropriately vetted staff.

Staff induction had recently been improved, and staff reported feeling more confident in their roles. Regular supervision took place, incorporating reflective practice and professional development. Observations of staff practice were used well to identify strengths and training needs. Staff were encouraged to provide feedback on their work experience, through surveys, staff newsletter, get in touch QR code and team meetings.

Many staff described strong teamwork, supportive relationships, and a culture of openness that encouraged raising concerns.

Despite these strengths, some staff felt less supported, citing difficulties contacting supervisors or not feeling consulted. A consistent theme related to inadequate office space and equipment such as suitable adjustable seating, which staff stated effected their wellbeing and efficiency.

The service used the CM2000 scheduling system to support continuity and respond to missed or delayed visits. However, the service did not demonstrate its understanding of legislation and guidance for implementing an outcomes focused staffing model. The service would benefit from strengthening how it evaluates staffing patterns using evidence such as quality assurance data, reviews and feedback.

Overall, the staff team was skilled, committed and largely well supported, but improvements in working conditions and outcome focused deployment are needed.

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
3.3 Staffing arrangements are right and staff work well together	4 - Good

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