

Edinburgh Support Services & Healthcare Training Ltd Support Service

15 Westburn Grove
Edinburgh
EH14 2RZ

Telephone: 01314531308

Type of inspection:
Announced (short notice)

Completed on:
25 February 2026

Service provided by:
Edinburgh Support Services &
Healthcare Training Ltd

Service provider number:
SP2022000051

Service no:
CS2022000076

About the service

Edinburgh Support Services and Healthcare Training Ltd is registered as a Care at Home service providing care within the Southwest area of Edinburgh.

Edinburgh Support Services and Healthcare Training Ltd provide 24/7 and live-in care to adults and children over 10 living in their own homes. At the time of our inspection, the care service offered care and support to five adults.

About the inspection

This was an announced inspection of the service which took place between 24 February 2026 and 25 February 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 two relatives of people using the service. We also gave the opportunity for family/ friends, health professionals and staff to complete an electronic questionnaire of which we received two responses.
- we talked with three members of staff and the management team
- observed staff practice and daily life
- reviewed a range of documents

Key messages

- People experience warm, compassionate care that supports them to achieve positive personal outcomes.
- Staff know people well, respond quickly to changes in health, and work in partnership with families and professionals.
- The workforce is skilled, motivated, and well supported through effective induction, supervision and team culture.
- Recruitment processes needed strengthening to fully align with safer recruitment guidance and ensure consistent best practice.

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?	4 - 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?

4 - Good

We evaluated this key question as good. There were several important strengths which taken together impacted positively on outcomes for people and clearly outweighed areas for improvement.

People experienced compassionate care and support because there was warm, encouraging, positive relationships between staff and the people they supported. This helps people achieve their individual outcomes. People we spoke with told us staff were always friendly and attentive 'The staff are superb, they go above and beyond' 'Dad is very fond of his care staff as are the extended family, I don't know what we'd do without them'.

Staff demonstrated knowledge of people's needs. This meant people could be confident staff supporting them were well informed and worked consistently to help them achieve the outcomes they had identified.

Support records we sampled contained good information to guide staff, daily notes were descriptive and linked to identified outcomes. People had access to their individual support plans which promoted their rights in relation to information held about them.

There were referrals made to health professionals where people's health changed or deteriorated. Staff recognised changing health quickly and this benefitted supported people by referrals being made promptly. One relative told us, 'I have complete confidence in the care team. If they were concerned about my relative's health or wellbeing, they would seek appropriate support and assistance'.

The manager had a robust process in place for observing and monitoring incidents and accidents. This enabled the manager to highlight any issues, and report concerns accordingly to reduce further risk or harm.

At present the staff team supported people who had low levels of need in relation to medication. Where medication administration was required, appropriate Medication Administration Records (MAR's) were maintained. From our review of records and staff practice, we concluded that people could be confident that staff supporting them to take medication had the correct knowledge and training.

How good is our staff team?

4 - Good

We evaluated this key question as good. There were several important strengths which taken together impacted positively on outcomes for people and clearly outweighed areas for improvement.

Although personnel files for staff were in place, staff recruitment was not in line with 'safer recruitment through better recruitment' guidance. The manager must record each new employee's start date accurately and ensure that two suitable references are obtained consistently for every new recruit. Introducing a formal recruitment checklist at the front of each personnel file would support clearer oversight and strengthen adherence to safer recruitment requirements. (See area for improvement one).

New staff completed an induction process which included opportunities to shadow experienced staff until they felt confident to work on their own. This ensures people they support experience care that is provided by staff who are competent and knowledgeable about the needs and risk of each person.

There was a formal end of probation period review for new staff. Managers completed a comprehensive review of staff's abilities, competencies, skills and knowledge, seeking views from supported people and their families. This ensured people experienced high quality care, from a competent and reliable workforce.

Formal supervision of staff took place regularly. Observations of practice had also been undertaken ensuring staff were confident, competent, and skilled in fulfilling their roles. Regular supervision sessions provided staff with the opportunity to reflect on their practice and identify further development needs. Linking observations of practice to staff supervision sessions would allow clear feedback to be provided by the manager.

Staff we spoke with were committed, flexible and dedicated to providing the best possible service to the people they supported.

Morale across the service was high; staff we spoke to said they were happy at their work. Staff felt well supported by management and confident in raising concerns. This supported people to have a positive experience of their care as the staff team were enthusiastic and happy.

Areas for improvement

1. To ensure people experience care delivered by staff recruited in line with the standards set out in the Scottish Social Services Council (SSSC) and Care Inspectorate guidance Safer Recruitment Through Better Recruitment (2017), the provider must ensure the following are fully embedded within the recruitment process:

- Recruitment records are maintained for all staff, and all outstanding pre-employment checks are submitted to Disclosure Scotland in accordance with the Protection of Vulnerable Groups (Scotland) Act 2007.
- Two references are obtained for every staff member recruited, with one reference, where possible, from the most recent employer.
- Any gaps in a candidate's employment history are explored, and a clear explanation is recorded.
- Robust processes are in place for shortlisting, interviewing, and assessing applicants to ensure they have the appropriate knowledge, values, and skills to support people safely and effectively.
- Staff responsible for undertaking safer recruitment are trained, skilled, and competent in their role.

This is to comply with section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states:

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

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 make sure people experience high quality care that is right for them, the provider should ensure regular reviews of care and support are carried out with all significant people, particularly those who have third party legal responsibilities invited to participate. Reviews of care should be formally recorded detailing discussions held and any arising actions identified.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state:

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 (HSCS 1.15).

My needs as agreed in my personal plan, are fully met, and my wishes and choices are met (HSCS 1.23).

This area for improvement was made on 17 September 2024.

Action taken since then

The manager has established a robust system for recording formal care reviews, including documenting the date each review is due, the date completed, any changes to outcomes, and the next scheduled review date.

Appropriate representatives are consistently invited to participate in reviews, ensuring that all relevant voices are included in decision-making. There is clear recording of discussions held and any actions identified, with evidence that these actions are effectively followed up. This approach ensures personal plans remain current, outcome-focused, and aligned with individuals' needs, wishes, and choices.

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.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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