

Oncall Care Service Housing Support Service

121 Moffat Street
Glasgow
G5 0ND

Telephone: 01414062322

Type of inspection:
Unannounced

Completed on:
26 February 2026

Service provided by:
Oncall Care Service Ltd

Service provider number:
SP2014012403

Service no:
CS2025000209

About the service

Oncall Care Service offers care at home support to older people and adults with physical disabilities in their own homes, and in the community. Care and support includes personal care, meal preparation, assistance, administration of medication, and social support. The Head Office is situated in South Glasgow and the service supported people living in North Lanarkshire, South Lanarkshire and Renfrewshire.

At the time of the inspection, there were 124 people using the service.

About the inspection

This was an unannounced inspection that took place 24, 25 and 26 February 2026 between 09:30 and 18:00. The inspection was carried out by two 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 12 people using the service and 13 of their relatives.
- Spoke with seven staff.
- Spoke with management and the directors of the service.
- Observed practice and daily life.
- Reviewed documents.
- Obtained feedback from five external professionals.
- Obtained feedback from eight people using the service, three relatives and 23 staff members through pre-inspection questionnaires.

Key messages

- Good quality assurance processes were in place, ensuring regular checks, which provide assurance on people's experiences and supporting continuous improvement.
- People experienced care that was delivered with kindness and compassion.
- People experiencing care, and their relatives, consistently expressed clear appreciation for the staff and service provided.
- Staff demonstrated good understanding of people's needs and how best to meet them.
- Staff reported high levels of job satisfaction and felt respected, listened to, and valued within the service.
- The service should implement a financial policy and strengthen the management of people's money, to ensure safe, consistent, and transparent practices.

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?	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?

4 - Good

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

People had good relationships with the staff members supporting them. We observed that people were relaxed and happy in the company of staff and that there was warmth, kindness and familiarity.

Staff provided person-centred support and engaged well with people being supported and their families. Relatives told us that staff were "Like family" and "brought the chat and laughter" to their loved ones. A second relative said, "The staff are outstanding. They are kind, compassionate and always do their job well".

Medications were managed effectively with safe systems in place for storage, administration and recording. We were reassured people received medication that was right for them, and at the right time and this promoted health and wellbeing.

Staff worked collaboratively with partner agencies to enhance outcomes for people using the service. Strong, effective relationships with other organisations and health professionals directly contributed to people maintaining their health and wellbeing as fully as possible.

Staff demonstrated they had a clear understanding of their roles and responsibilities to protect people from harm, through their participation in Adult Support and Protection training. All protection issues were clearly logged, investigated, and concluded to keep people safe and well.

People were actively supported to maintain social and community connections. The service organised a coffee morning which provided a sense of inclusion and reduced feelings of social isolation, this was positively received by the people using the service and the staff.

Care plans were person-centred and people who used the service had access to the daily notes, which allowed for transparency and accuracy. Appropriate reviews were undertaken to ensure people benefitted from their planned care interventions. This meant that people could be confident their planned care was right for them.

Clear guidance is required to ensure people's finances are appropriately safeguarded. To ensure people's financial arrangements are handled properly and they remain protected, the service should implement a financial policy.

This has been identified as an Area for Improvement (see Area for Improvement 1).

Areas for improvement

1. To ensure people are safe from financial harm and all financial arrangements are completed in line with legislation and good practice, the provider should implement a financial policy and procedure.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities". (HSCS 3.20)

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.

Staffing arrangements for the service were determined by a process of continuous assessment.

There was effective management oversight to monitor any staff shortages and a commitment to regularly reviewing the staffing arrangements. This meant the right number of staff with the right skills, were working at the right times to support people's outcomes.

Interactions between staff and people who used the service were warm, empathetic, and patient, contributing to a supportive and inclusive environment.

Staff spoke kindly of the people they support and knew them and their families well. People who used the service told us, "The staff are outstanding. They are kind, compassionate and always do their job well". A relative said, "We cannot praise the service enough - every member of staff has been the most efficient, helpful, professional people you would ever want to have caring for you or a member of your family".

All staff received training appropriate to the needs of the people they cared for and benefitted from a structured induction programme, which equipped them to meet people's needs and outcomes effectively. Discussions with staff evidenced they understood their role and responded flexibly to changing situations, to ensure that care and support was consistent and stable.

All staff received training appropriate to the needs of the people they cared for and benefitted from a structured induction programme, which equipped them to meet people's needs and outcomes effectively. Discussions with staff evidenced that they understood their role and responded flexibly to changing situations, to ensure that care and support remained consistent and stable. This approach not only supported high quality care delivery, but also contributed positively to staff confidence, wellbeing, and resilience.

We received positive feedback from staff about the positive workplace culture, with strong team relationships and a shared sense of support.

Staff told us, "Teamwork is a huge strength - communication between support workers and management is open and honest". "I feel well supported and confident in carrying out my role". Another said "I really value my role as a keyworker... my professional development is taken seriously".

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

The service should review all policies, documentation, and training materials to ensure that documentation is compliant with Scottish Legislation.

This area for improvement was made on 7 September 2023.

Action taken since then

As part of our core assurances, we reviewed policies, documentation and training materials. We were able to see that these have now been adapted to comply with current legislation. These were available to staff and were incorporated as part of induction and staff training. These have been reviewed and re-visited on a regular basis.

This area for improvement has been met.

Previous area for improvement 2

The Service should ensure refresher training is provided to all staff on Adult Support and Protection, and the Adults With Incapacity Act, to ensure training focuses on Scottish Legislation.

This area for improvement was made on 7 September 2023.

Action taken since then

We reviewed training plans and spoke with staff about Adult Support and Protection training, as well as Adult with Incapacity training. Staff spoke confidently about these and demonstrated good knowledge and understanding on the topics. Training reviewed included relevant Scottish Legislation.

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?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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