

AllCare HomeCare Support Service

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Type of inspection:
Announced (short notice)

Completed on:
27 February 2026

Service provided by:
Rhema Healthcare Solutions Limited

Service provider number:
SP2019013318

Service no:
CS2024000411

About the service

AllCare HomeCare is a support service providing care at home to people living in Fife. The service registered with the Care Inspectorate in October 2024 and operates from an office base in Dunfermline, Fife. At the time of inspection the service was supporting around 40 people with a staff group of around 20.

About the inspection

This was a follow up inspection which took place on 26 and 27 February 2026. The inspection was carried out by one inspector from the Care Inspectorate. This was a virtual inspection where no site visit took place. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with four staff and management
- Reviewed documents.

Key messages

- The service had improved how they observed, evaluated, discussed and recorded staff practice. Nearly all staff had received a formal supervision meeting in line with the service's timescales. Nearly all staff had had their practice observed and received feedback on this. A requirement has been met.
- The service had not recruited any new staff since our last inspection. Therefore an area for improvement remains in place.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 22 December 2025, the provider must support the wellbeing of service users and staff by ensuring that staff practice is observed, evaluated, discussed and recorded.

This should include, but is not limited to:

- a) Formal supervision meetings which take place in line with organisational timescales.
- b) Observations of practice and competency checks.

This is in order to comply with Section 8 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 state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This requirement was made on 26 September 2025.

Action taken on previous requirement

Regular staff support is an important process for supporting staff in their roles and helps to improve outcomes for people. Staff told us they felt supported by management. We were told that "they are very helpful" and "they help me to be better at my job."

Staff felt able to contact the manager at any time and informal supervision continued to take place regularly. Since our last inspection the service had undertaken formal supervision meetings with the majority of their staff. This was well received and well documented. We looked at formal supervision documents which showed that staff performance and development needs were being discussed in detail. We were pleased to see that additional training was arranged for staff where this had been agreed at supervision.

We found that some guidance had been given during one supervision meeting relating to an infection prevention and control procedure which was not in line with current guidance. We provided the most up-to-date guidance and asked the service to share this with their staff.

Regular observations of practice were taking place and highlighted areas of good practice. We suggested that the views of service users could be taken into account during this process. We were confident that staff practice was being observed and discussed, meaning that any practice issues could be identified and resolved quickly.

Met - outwith timescales

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 that people using the service are kept safe, the provider should ensure that staff are recruited safely.

To do this, the provider should follow the 'Safer Recruitment Through Better Recruitment (2023)' guidance document.

This includes, but is not limited to:

- a) Ensuring satisfactory employment references and, if necessary, character references are received prior to employees commencing work.
- b) Ensuring any gaps in employment history are explored.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This area for improvement was made on 9 January 2026.

Action taken since then

The service had not recruited any new staff since our last inspection. We will check progress at the next inspection.

This Area for Improvement has not been assessed and remains in place.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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