

ION Care and Support Services Falkirk and West Lothian Housing Support Service

Axwell House
2 Westerton Road
East Mains Industrial Estate
Broxburn
EH52 5AU

Telephone: 01506 896 610

Type of inspection:
Unannounced

Completed on:
20 February 2026

Service provided by:
ION Care and Support Services Limited

Service provider number:
SP2016012737

Service no:
CS2017362289

About the service

ION Care and Support Services Falkirk and West Lothian (referred to as 'ION' in this report) is based in Broxburn and they provide a service for people living in West Lothian and Falkirk. At the time of inspection, the service was provided to approximately 160 people. The service was registered with the Care Inspectorate in 2017.

The service consists of a registered manager, co-ordinators, office staff, business manager, trainer and support workers. The co-ordinators are responsible for the day-to-day allocation, compliance and scheduling of the homecare staff and enquiries to the service.

About the inspection

This was an unannounced inspection which took place on 17, 18 and 20 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 seven people using the service and one of their relatives
- spoke with eight staff and management
- observed practice
- reviewed documents.

We also received feedback through questionnaires from an additional nine people using the service .

Key messages

- People liked their support workers very much
- People found the service to be reliable
- Care plans were person centred and outcome focused
- Quality assurance could be improved as outlined within the report.

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 well is our care and support planned?	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

In this part of the inspection report we considered one quality indicator:

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

We assessed the service as Good for this quality indicator which means overall we evaluated this key question as Good, where strengths impacted positively on outcomes for people and outweighed areas for improvement.

People using the service had good relationships with the staff supporting them. Staff were kind and compassionate with people using the service, were responsive to them and their needs and offered them choices in how they wanted their package to be delivered. They had got to know people using the service well. People found the service to be reliable and dependable and said that communication with them was good.

People were given the option to be involved in recruitment if they wished to be and asked for their views regarding the qualities and skills people would like to see from a member of their caring team. The core number of staff people received a service from was small which meant that people built good working relationships with staff. People mentioned by name staff who supported them in warm and appreciative terms "She does not know how good she is - she is brand new" and "She phones me regularly to make sure everything is ok. They are very good to me."

The service has had some recruitment issues recently which are now resolved but should be mindful not to deploy staff in a service led rather than person centred way. Two people mentioned that staff were great and they had a good relationship with them but felt that just when they had established a good relationship, the rota changed and they had to get used to new staff members. We saw from daily recording that a service user was consistently refusing personal care from a particular staff member with little analysis of the issue or resolution and this was discussed with the manager at feedback.

The service had recently reviewed their medication policy and updated it with a new medication assessment on their digital system. During people's reviews this information was being updated. If people required to be supported with medication at a specific time then this was made clear within care plans as was the level of assistance they needed. This meant if people needed help with medication they were able to have as much control as possible.

Family were included as partners in care according to their wishes, for example attending to encourage their relative's showering routine, or being involved in their food and menu planning. This meant that people were supported and cared for by people they knew so that they experienced consistency and continuity.

As part of their assessment people's level of risk was assessed in a way that was individual to their needs and circumstances, such as their mobility and risk of falling, their risk of malnutrition and dehydration and their risk of developing pressure wounds.

People were treated with dignity, for example staff ensured that personal care was carried out in privacy. People were asked how they would like carers to announce themselves should they be unable to open the door to them.

Carers were seen to check that people were ok or if they required anything else before they left. Staff paid good attention to their safety and security within their homes. They could also ensure that people were wearing their MECS bracelets/pendants before leaving, particularly if they lived alone to ensure they could summon assistance if they required it.

A contingency plan was in place and people were prioritised according to their level of need. This helped ensure they would receive their care as planned if there was an emergency or unexpected event.

How well is our care and support planned?

4 - Good

In this part of the inspection report we considered the following quality indicator:

Quality Indicator: 5.1. Assessment and personal planning reflects people's outcomes and wishes

We assessed the service as Good for this quality indicator which means overall we evaluated this key question as Good, where strengths impacted positively on outcomes for people and outweighed areas for improvement.

People felt they had been involved in the planning and delivery of their service. They found communication to be good and that the service were easy to contact if they needed to. People said they were contacted regularly to ensure that things were working well for them. The service could record these discussions in order to capture feedback given and how this was used to drive improvement within the service. Likewise during inspection we found a significant number of reviews outstanding which should be held every six months in line with legislation. (See Area for Improvement 1).

We were reassured that the service is clearing this backlog and has planned to stagger reviews throughout the year going forward.

Care plans were individual to the person and their needs. Care across different visits was organised according to people's preferred routines. It was clear what people did themselves and where support was required. The purpose of each visit, including tasks to be completed, was made clear. The support required to achieve these was detailed and very focused on the person, their likes and dislikes, their choices and preferences. Staff kept an eye on people's mobility equipment and this was written into their care plan. This meant people were supported and cared for sensitively by people who anticipated issues and were aware of and planned for known vulnerabilities and frailties which helped their care be delivered smoothly.

If people required support in making decisions and legal measures were in place then the service was aware of this. This helped ensure that people's views would always be sought including when they had reduced capacity to fully make their own decisions.

Risk assessments also included people's needs in terms of nutrition and hydration, skin integrity, mobility, falls, medication and any health conditions. This meant staff were aware of where a person may be at a heightened level of risk and could take steps to minimise risk for service users and staff supporting them.

Areas for improvement

1. To ensure that people are supported to understand the standards they should expect from their care and support and encouraged to be involved in evaluating the quality of the service they receive the provider should ensure people's views are sought and recorded as part of the six month review process.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change." (HSCS 1.12).

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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 well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.