

Unfading Care Ltd

Housing Support Service

Edinburgh Palette
151 London Road
Unfading Care Ltd - Office 6.01
Edinburgh
EH7 6AE

Telephone: 01312352698

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Announced (short notice)

Completed on:
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Service provided by:
Unfading Care Ltd

Service provider number:
SP2021000014

Service no:
CS2021000020

About the service

Unfading Care Limited is a privately owned company that is registered to provide housing support and care at home to adults and older people with physical disabilities and conditions which can also be associated with older age in Edinburgh, the Lothians and Inverclyde in their home and in the community. At the time of inspection, the service was providing support to three people in Edinburgh and was focussing on providing respite care.

About the inspection

This inspection took place on 26 February, 2 and 3 March 2026 after 24 hours notice to the service. The inspection was conducted by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service, this included previous inspection findings, information submitted by the service and intelligence gathered.

We evaluated how well people's health and wellbeing was supported as well as the quality of staffing.

To inform our evaluation we:

- spoke with two supported people and three relatives
- spoke with one support worker and two managers
- had contact from one professional working with the service
- observed how well workers supported people
- visited the office to see how it was run
- reviewed documents and electronic records.

Key messages

- People were satisfied with the quality of the care and support received.
- Staff interacted warmly and respectfully with people.
- People experienced a consistent support team who knew them well.
- People were able to make decisions and choices about their support and the service was flexible in what it was able to provide.
- Essential training was of good quality with an acceptable level of completion.
- Staff were supported by observing staff competence, attending team meetings and supervision sessions.

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 the service as operating at a good level for this key question. There were several strengths with the care provided and how this supported positive outcomes for people.

People we spoke to were satisfied with the quality of the care and support received in their homes. People told us that staff interacted warmly and respectfully with them. Staff had conversations with people, were interested in their lives and people felt listened to and enjoyed the company of the support workers. People did not feel rushed by staff when being supported. Care and support were carried out in a dignified way with personal preferences respected.

Personal plans and risk assessments provided sufficient detail to support people and minimise any potential harms to them, though the risk assessments could have more personal details included. Six monthly reviews (as required by legislation) needed to take place with people experiencing care and their relatives. This is to ensure that personal plans remained right for people as their needs change and to make sure that everyone had the opportunity for their views to be heard (see area for improvement one).

The provider had medication policies and procedures to promote people's safety if they required any level of support to manage their medication well. At the time of inspection there were no people requiring assistance with their medication.

Comments from people experiencing support included:

"I have got to know her well."

"We try to do different things all the time."

Comments from relatives included:

"We were so impressed, overly impressed and she always had glowing reports."

"I was updated every night with a text and no issues with the break, all went smoothly."

Areas for improvement

1. To support people's health and wellbeing, the service should undertake reviews of personal plans every six months. The service should ensure that people are meaningfully involved in developing and reviewing their personal plans and involve people who are important to them.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state:

'My personal plan is right for me because it sets out how my needs are to be met, as well as my wishes and choices' (HSCS 1.15).

'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17).

How good is our staff team?**4 - Good**

We evaluated the service as operating at a good level for this key question. There were several strengths with staff support.

Staff recruitment processes were thorough. Essential training was of good quality with an acceptable level of completion. There were formal managerial observations of staff competence taking place but these needed to occur more regularly. Staff reported support from their managers was easily accessible as well as receiving face-to-face supervision sessions. Staff meetings were taking place though needed to take place more regularly to assist with effective communication. This is to ensure people experienced good quality care and support based on relevant guidance and best practice.

The planning of the care visits was organised and significantly late or missed visits were not an issue. Electronic access to the daily care notes and real time information regarding visiting support workers was available to supported people and relatives. Staffing arrangements worked well with people experiencing a consistent support team. This ensured people benefited from a warm atmosphere because there were good working relationships.

A relative commented that there were "no complaints at all, same worker every week which is quite good, and can relate to her."

A professional involved with the service said "the manager wants to get feedback from me about how their staff have interacted during our groups. The workers seem to feel confident in the way they are supported by Unfading Care."

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 further improve people's confidence in quality assurance systems, the service should conduct a self-assessment and produce a formal service improvement plan that is regularly accessed and updated, involving people, their families and staff.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice; (HSCS 4.11); and 'I can be meaningfully involved in how the organisations that support and care for me work and develop' (HSCS 4.6).

This area for improvement was made on 7 June 2024.

Action taken since then

There was a service improvement plan in place to assist the service to plan, make and measure improvement. This ensured that there was a culture of continuous improvement for people experiencing support.

This area for improvement has been met.

Previous area for improvement 2

To support people's health and wellbeing the provider should link the staff training plan to the needs of people supported, this to include autism and learning disability.

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

'I experience high quality support based on relevant evidence, guidance and best practice.' (HSCS 4: 11)

This area for improvement was made on 7 June 2024.

Action taken since then

Essential training was of good quality with an acceptable level of completion. The service had created their own training session to provide a basic understanding of autism and learning disability. We advised this could be further enhanced by support workers undertaking specific e-learning modules from a training provider.

This area for improvement has been met.

Previous area for improvement 3

To evidence that people are being supported to reach their full potential and have their goals regularly monitored, the provider should develop the outcomes sections of people's personal plans and regularly reviews these.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state that:

'I am fully involved in developing and reviewing my personal plan, which is always available to me.' (HSCS 2:17)

This area for improvement was made on 7 June 2024.

Action taken since then

People's personal plans had outcomes sections included to support them to reach their full potential. We observed that people were able to make decisions and choices about their support and the service was flexible in what it was able to provide.

This area for improvement has been met.

Previous area for improvement 4

To support people well in managing their money the provider should ensure that arrangements are well documented within people's personal plans and that staff have clear procedures to follow.

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

'If I need help managing my money and personal affairs, I am able to have as much control as possible and my interests are safeguarded.' (HSCS 2.5)

This area for improvement was made on 24 October 2023.

Action taken since then

How to support people well in managing their money was recorded in people's personal plans. There were also financial support agreements which had more details regarding what specific financial support was needed. There were clear procedures to follow with the service using an electronic system and a related mobile phone app so that each transaction could be recorded while a support worker was undertaking an activity with a supported person. This system was being managed well.

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
1.1 People experience compassion, dignity and respect	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
3.1 Staff have been recruited well	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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