

Home Help Me Care Ltd Support Service

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Type of inspection:
Announced (short notice)

Completed on:
17 March 2026

Service provided by:
Home Help Me Care Ltd

Service provider number:
SP2017012857

Service no:
CS2017353816

About the service

Home Help Me Care provides care at home to adults and older people in Northwest Edinburgh, with its office based in Blackhall. The service was registered with the Care Inspectorate on 21 August 2017. At the time of the inspection, the service was providing care and support to 42 older people.

About the inspection

We contacted the provider on 09 March to advise them their inspection would commence the following day. The inspection took place between 10 and 13 March 2026. It 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, registration details, information submitted by the service, and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with eight people using the service
- spoke with six relatives of people supported
- spoke with seven staff
- observed staff practice and interactions with people
- spoke with leaders to get an overview of staff scheduling and general running of the service
- reviewed documents and electronic records, including support plans, medication records, and quality assurance activities.

Key messages

- The quality of the care and support was of the highest standard.
- Staff were very skilled at developing meaningful relationships with people.
- People experienced enhanced wellbeing outcomes because they were supported by consistent staff who knew them well and understood their needs, wishes, and preferences.
- People experiencing care and their families expressed strong satisfaction with the service.
- Office staff were highly competent and approachable.
- The planning of the support visits was well organised.

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?	6 - Excellent
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?

6 - Excellent

1.3 People's health and wellbeing benefits from their care and support

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people.

Throughout the inspection, we consistently observed practice of the highest standard. People experienced enhanced wellbeing because staff delivered care that was warm, encouraging, and focused on promoting independence.

Staff were focussed on achieving the best possible outcomes for the people. Care was delivered at a pace suitable for each person, and staff demonstrated patience and respect in all interactions. As a result, people benefited from compassionate and person centred care.

Techniques used to support people with mobility were safe, reassuring and carried out with confidence by trained and skilled care staff. People we spoke with were highly satisfied with the quality of the care and support received in their homes. Comments included: "They are excellent" and "Everything is brilliant."

The service's approach to providing 60 minute or longer daytime visits enabled staff to undertake personal care to an exceptionally high standard and at a pace that met people's individual needs and wishes. Staff engaged in friendly conversation and showed genuine interest in people's lives. This meant that trusting relationships were formed between people and the staff who supported and cared for them.

Consistency of rotas meant that people were supported by staff who knew them well. Staff demonstrated excellent knowledge of people's histories, interests and routines, allowing them to create natural conversation and build trusting relationships. One person told us: "I know my carers well. They are all lovely."

People repeatedly told us they enjoyed staff visits and appreciated the warm, attentive approach of their carers. Another person commented: "They are a real gem... carers are very attentive." This consistency meant people received support that felt personal and reassuring, which enhanced their emotional wellbeing and overall experience of care.

Staff actively encouraged people to take part in meaningful activities, including home cooking, indoor hobbies, companionship visits and one to one outings. These opportunities helped people remain stimulated and supported excellent health and wellbeing outcomes.

Meal preparation involved people choosing what they wanted to eat and drink, enjoyed in an unhurried way. The duration of support visits allowed for home cooked meals to be prepared at a relaxed pace. This supported excellent health outcomes and meaningful companionship. This promoted wellbeing while maintaining individual's independence wherever possible.

Medication was managed to a high standard with regular audits by management and appropriate training for staff. Managers also observed staff practice regularly to assess their competence. This ensured that people experienced safe and effective medication management. A range of supports were in place regarding the administration of medication which was tailored to people's abilities. This evidenced that people were

being supported to be as independent as possible.

Staff demonstrated an excellent understanding of people's needs through detailed and up to date personal plans. These reflected people' health and wellbeing 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.

People and their relatives were fully involved in decisions about their care through regular face to face reviews and ongoing communication with the office. Changes were addressed quickly and effectively, ensuring the service continued to meet people's needs. This meant that people felt safe and could be confident that staff would be guided by accurate information that reflected their current support needs and wishes.

People described excellent communication from staff, including being informed of any changes. Families we spoke with felt communication from the service was outstanding. Communication systems for relatives were well developed, ensuring they were kept informed and involved. Relatives told us:

"Communication is phenomenal. Thanks to WhatsApp group I stay involved and well informed about what's happening."

"Office staff is very responsive; they deal with everything immediately."

Comprehensive systems were in place to support staff to monitor and respond to any changes in people's health and needs. The service worked effectively with health professionals, made timely referrals and followed clinical advice. During the inspection we saw clear examples of staff reporting concerns and the office progressing these appropriately. This ensured people received the right support at the right time.

Strong systems were in place to safeguard people from potential harm and staff demonstrated clear understanding of their responsibilities in this area. This ensured that people experienced safe care and support.

Quality assurance processes were excellent. The service recorded, monitored and responded to accidents and incidents effectively. These robust systems ensured the service remained proactive and responsive. As the result, people's health and wellbeing consistently benefited from high quality care and support.

How good is our staff team?

5 - Very Good

3.3 Staffing arrangements are right and staff work well together

We found significant strengths regarding the staffing of the service and how this supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

Staff recruitment processes were robust and aligned with safer recruitment guidance. Staff were registered with the appropriate professional body. Induction procedures were comprehensive and included extensive shadowing opportunities that helped new staff build confidence and competence. This helped ensure that people were kept safe.

Staff completed training that was relevant to their roles. Staff spoke positively about the range of training available to them. Training records were kept which evidenced that training was up to date.

Leaders carried out regular observations to ensure that training had informed staff practice, and they were carrying out their duties in line with guidance. As the result, people experienced care and support from well trained staff who were knowledgeable about their health related issues.

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in supporting and caring for people. Staff spoke positively about their work and showed high levels of motivation and passion. This reflected a strong ethos of dedication to both the service and the people they supported.

People experiencing care, as well as their relatives, spoke very positively about the staff team. Relatives commented:

"Carers are wonderful."

"They go above and beyond."

Staff reported receiving very good formal and informal support from managers. Regular one to one supervision and annual appraisals were in place. Staff valued the supervision process and said they felt comfortable raising any issues. This ensured people experienced excellent care and support based on relevant guidance and best practice.

Staff told us they felt encouraged and appreciated, and valued opportunities to take part in wellbeing walks and social events. This evidenced that staff were valued by leaders in the service, contributing to a positive workplace culture.

Communication systems within the team were very effective. Staff felt they were never alone in decision making and that a supportive presence was always available for them. This meant people benefitted from a committed and well organised team. One staff member told us:
"[Leaders] are great...really good support and communication."

The planning of the care visits was well managed and there were systems in place to ensure visits were not late or missed. Feedback from people was central to the planning of visits, ensuring visit times were arranged around people's individual needs and preferences.

People experienced a consistent support team who knew them well. We observed that staff worked together well, in a positive and engaging manner. This ensured people benefited from a warm atmosphere because there were good working relationships.

Communication between staff, the office and people using the service was described as reliable, timely and very good, with people routinely being notified of any changes. People and their relatives had access to electronic daily care notes, giving them real time information about care and support. This enabled people to actively participate in decisions and maintain full oversight of their care.

One family member told us:

"Communication is phenomenal. Thanks to WhatsApp groups I stay involved and well informed about what's happening."

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
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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