

The No1 Care Agency Support Service

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Type of inspection:
Unannounced

Completed on:
17 February 2026

Service provided by:
Care No1 Ltd

Service provider number:
SP2017012943

Service no:
CS2017358049

About the service

The No1 Care Agency is registered to provide a support service with care at home to older people, adults with care needs associated with ageing/physical disabilities and people with learning disabilities, living in their own homes and in the wider community. The provider is Care No 1 Ltd.

The service covers a wide geographical area across the central belt of Scotland, Argyll and Bute and the Western Isles. The office base is in Glasgow. At the time of the visit, there were 10 people using the service.

About the inspection

This was an unannounced inspection carried out by one inspector from the Care Inspectorate between 11 February and 17 February 2026. 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 carrying out this inspection, we:

- we spoke with six people using the service or their family representatives
- we spoke with five staff and the management team
- we observed practice and daily life
- we reviewed documents.

Key messages

- Staff were responsive to people's evolving support needs.
- People being supported, and their relatives were happy with the service being provided.
- Consistency and continuity of staff was a strength. Staff clearly worked well together to support peoples' outcomes.
- People were routinely involved in reviewing their personal plans to ensure their care arrangements were right for them.
- Effective leadership and quality assurance systems helped ensure the delivery of high standards of care.

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?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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?

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.

Care was delivered in a flexible, person-centred way to meet agreed care plans, changing circumstances and any emergency situations. The service had positive and effective working relationships with other agencies and professionals involved in peoples' care such as GPs, social work, and other health professionals.

It was evident that all staff worked in partnership with others for the benefit of people who use the service. This ensured staff were prepared for the eventuality if a person became unwell or if their health deteriorated for any reason.

People and those close to them were central to the planning process and routinely involved in developing and reviewing their personal plans, at a level they were comfortable with. This ensured people were supported according to their expressed wishes. We heard of good examples of the service working well with families and health professionals to improve peoples' experiences. An example of this was enabling a person to safely use their preferred equipment, another was advocating for a change in a person's medication to make this more palatable and pleasant. This respected peoples' dignity and preferences.

People being supported and their relatives also expressed the positive impact of the service provided, on their lives. We heard about one individual able to continue to live in their own accommodation because of the consistency and reliability of support they received from the service, another person told us that the reassurance provided by the service had allowed them to plan ahead with confidence. This helped promote peoples' independence.

We acknowledged that the service was very good at providing reliable services to people living in more rural areas. This included the support being provided helping to combat social isolation, through befriending, advocacy and by being supported to connect with their local community. Staff demonstrated a good understanding of the importance of meaningful contact in promoting wellbeing.

Comments from people and their families included:

"Continuity and reliability of staff is very good."

"Can't speak too highly of the service."

"Their flexibility and scope helps us plan ahead."

"We're quite happy at the moment."

Medication was managed well and sensitively. We observed staff reassure and provide positive encouragement to someone who was anxious about taking their medication. Clear processes and documentation were in place to guide staff, and communication with family carers was effective. This helped ensure individuals were supported to take the right medication at the right time, which helped keep people well.

How good is our staff team?**5 - Very Good**

We made an evaluation of very good for this key question. There were some major strengths in supporting positive outcomes for people, with very few areas for improvement.

A stable, dedicated and consistent staff team provided support. Staff were committed to helping people achieve their agreed outcomes and get the most out of life. There was a good mix of skills and experience within team, and staff worked well together. People told us that they knew, liked and trusted their staff. Staff knew people well, and were skilled at sensitively supporting people's needs, wishes and aspirations. It was evident that the leadership values of the organisation underpinned staff practice. Genuine and caring values were evident throughout the staff team, and this translated into practice.

People told us that they were supported by the same small group of staff. This consistency and continuity of care helped build trust, confidence and a good understanding of people's needs. This promoted positive outcomes for people. We acknowledged the provider's endeavours to match staff skills and experience to people receiving support. This helps with the development of productive working relationships.

An inclusive and collaborative culture had been developed, that offered people, relatives, and staff opportunities to express their views. Regular review meetings and informal discussions provided forums for this. Effective and ongoing communication with people, and those important, to them ensured that people felt listened to and could be confident that they could shape their care.

Support was provided in a dynamic and flexible way to meet peoples' changing needs and wishes. The staff and management team were creative in the coordination of service provision and supported each other to help people achieve their outcomes. It was evident that staff worked well together ensure continuity of care and consistent support. People were confident in staff they knew well, which made people feel safe.

People we spoke with, and their families were positive in their feedback about staff and consistently expressed satisfaction with the service they received.

A comprehensive organisational and person specific induction programme for new staff included a period of shadowing experienced colleagues.

Staff we spoke confirmed that the training provided helped them in their roles. Staff training and development processes helped to ensure that people could be confident the staff team could meet their needs, and the staff team felt valued.

Staff were provided with regular support and supervision, which encouraged staff reflection on and practice development.

How well is our care and support planned?**5 - Very Good**

We made an evaluation of very good for this key question. There were some major strengths in supporting positive outcomes for people, with very few areas for improvement.

There was an effective electronic care planning system. Personal plans were informative, appropriately detailed, and included important information about people's health needs. People's strengths were highlighted and plans reflected their abilities, as well as the things they needed support with.

Individual support arrangements and associated documentation had been regularly reviewed. Electronic personal plans were current, clear, well laid out and user friendly. Personal plans evidenced up to date health assessments, personalised support strategies and associated risk assessments. Risk assessments were enabling and helped people to take informed risks. These were detailed, concise and guided staff clearly in how to deliver support according to the individuals needs and preferences. This included short term support plans to respond to changes in people's health needs.

People and those close to them were central to the planning process and routinely involved in developing and reviewing their personal plans, at a level they were comfortable with. Families and health professionals were involved as appropriate. This helped to ensure people were supported according to current needs and wishes and best practice and helped to keep them well.

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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