

Joans Carers Ltd Housing Support Service

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Type of inspection:
Unannounced

Completed on:
9 March 2026

Service provided by:
Joans Carers Ltd

Service provider number:
SP2004005507

Service no:
CS2003055606

About the service

Joan's Carers Ltd provides a combined housing support and care at home service primarily to adults and older people living in their own homes. Services are currently provided within Argyll and Bute and West Dunbartonshire. The company office is located in Helensburgh.

The registered manager is supported by a deputy manager, a team of supervisors, co-ordinators and office staff who coordinate the overall running of the service. A team of support workers provide direct care and support to people.

There were 104 people using the service at the time of inspection.

About the inspection

This was an unannounced inspection which took place on 4,5, 6 March 2026 between 08:40 and 17:50 hours. The inspection was carried out by two inspectors 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 16 people using the service and 11 of their family
- spoke with 13 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

We also took into account 44 returned questionnaires, eight from people, 12 from relatives, and 20 from staff, four from professionals.

Key messages

- People experienced consistently positive care delivered by staff who knew them well
- Personal plans were detailed and people were involved in their care and support
- The service was valued both by people using it and professionals
- The management team had invested in a bespoke programme of training for staff which was based on people's needs and involved practical opportunities for learning.
- Staff supported people with dignity, kindness and patience, and this contributed to people feeling secure.
- Some people raised concerns about the time allocated for visits, particularly where people have more complex mobility or personal care needs.

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

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.

Feedback from people using the service and their families reflected a consistently positive experience of care, with many describing staff as 'so caring' 'professional, friendly and highly attentive'. People told us they felt involved in their care and support, and families shared they got reassurance from having a regular staff team who knew people well. Staff were praised for their 'kindness, reliability and the trusting relationships they build', with several comments about long standing carers who provided consistency and emotional security.

Families and professionals valued the service's communication, noting that office staff respond quickly to concerns and were accommodating when arrangements needed to change. Relatives commented the team were 'wonderful', 'brilliant' and essential to maintaining their relative's wellbeing. One relative shared how their loved one's health had significantly improved since using the service due to staff skill and support.

A small number of people raised concerns about the time allocated for visits, particularly where people have more complex mobility or personal care needs and they did not wish to be rushed. This was about externally set time allocations rather than the carers themselves, who were consistently praised for doing their best within constraints. One person also shared that more flexible visit times would be helpful, and the management team responded quickly to this during the inspection. We asked that where people want to know who is coming, a rota is shared with them.

Staff supported people's health and wellbeing needs well, ensuring access to external health professionals. They reported concerns to the office, who liaised effectively with district nurses, GPs, occupational therapists and physiotherapists. Professionals shared that care was delivered in a person centred way that helped people remain safely and comfortably in their own homes.

People's wellbeing was supported in regard to eating and drinking and staff were knowledgeable about favourites or allergies. Risk assessments were in place where required, meaning staff were able to support people safely.

Medication support was delivered in line with good practice guidelines and audited regularly which contributed to people feeling safe and well cared for. Some 'as and when required' medications needed a stronger protocol to guide staff though we were assured staff knew people well.

Care plans had rich information detailing people's preferences which helped staff build relationships. Care plans involved people, were regularly reviewed and updated when needed, and clearly reflected the Health and Social Care Standards.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of staff training and of support provided and how these supported positive outcomes for people, therefore we evaluated this quality indicator as very good.

3.2 Staff have the right knowledge, competence and development to support people

There was a robust induction, shadowing and competency check-ins with new members of staff with a range of approaches if staff had different learning needs. Six monthly observations of practice ensured staff were competent. Supervision was carried out regularly, and new staff received enhanced support. This helped ensure people are cared for by staff who are skilled, confident, and reflective in their practice.

People benefitted from staff who were safely recruited though we noted one person who began induction without references in place, we were assured that no contact with people had taken place.

Joans Carers had invested in a workforce development role to develop a bespoke training programme for staff and embed a learning culture in the organisation. Staff shared what training would benefit them and that this focused approach and in-depth training had been really enjoyable and had developed their skills to provide quality, compassionate care for people.

Training was personalised to the needs of people using the service and clearly aligned to the health and social care standards and included Dementia care, Parkinson's care, and trauma informed practice. This helped staff to understand and recognise how their practice in line with codes of practice, improved outcomes for people using the service. Staff were able to share how this improved knowledge was applied to practice to be confident to support, to intervene and reduce people's levels of stress.

Training and daily memos for staff were also recognised as contributing to safe, high quality care. Whilst there had been a focus on this bespoke training other training such as adult protection needed to be completed though a plan for staff to complete this was ongoing.

3.3 Staffing arrangements are right and staff work well together

Consistency of carers was particularly important to people, helping them build trusting relationships and to feel reassured by familiar faces. Office based staff were understanding and knew the importance of how best to deploy staff to maintain this consistency for people.

Staff we spoke with were happy at work and enjoyed their role, had good working relationships, sharing they felt valued and well supported by an approachable management team.

We sampled rotas and spoke to staff and relatives. The service had an additional bank of staff and a flexible team who were willing to pick up extra hours. Office staff also covered regular caring shifts. This reduced the likelihood of late or missed visits and ensured people received the support they needed, even during periods of sickness or annual leave.

Rotas were planned in advance and took account of geography, including rural areas. The service maintained a stable and flexible workforce, with staff familiar with the people they support. This promoted continuity and helps people feel safe and reassured by carers they knew well. There was enough staff to meet people's assessed hours. Staff wellbeing was supported by an open and positive culture and with staff able to choose some set shifts which supported a work life balance.

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 support people's wellbeing, the provider should monitor and evaluate the timings of visits to ensure people feel supported at a time and pace that meets their wishes and needs.

This area for improvement was made on 15 August 2026.

Action taken since then

A review had been completed of visit times meaning those more rural runs had increased travel times. Communication with families and relatives pertaining to the busy routes were regular. Families were offered reassurance and asked to contact the service if times were not working well. We highlighted one such case during inspection and this was dealt with immediately, the management team were responsive. People fed back this was working better.

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?	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
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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