

JKL Care Service Ltd

Housing Support Service

Inspirent
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Telephone: 01698 478851

Type of inspection:
Unannounced

Completed on:
5 March 2026

Service provided by:
JKL Care Service Ltd

Service provider number:
SP2019013336

Service no:
CS2024000171

About the service

JKL Care Services Limited provides a care at home service for adults and older people living across North and South Lanarkshire. The provider is JKL Care Service Limited.

The service supports people in their own homes with personal care and a range of daily living tasks. Support is delivered through short to extended visits, depending on assessed need.

The registered manager is office based and oversees, the coordination and delivery of the service across both localities. The service office is located in Hamilton.

At the time of the inspection, the service was providing support to 104 people.

About the inspection

This was an unannounced inspection which took place between 2 and 5 March 2026 between 08:45 and 10:30 hours. Feedback was provided on 5 March 2026. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the 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:

- Spent time with eight people who received support from JKL Care Service Ltd.
- Spoke to fourteen relatives.
- For people unable to express their views, we observed interactions with staff and how they spent their time.
- Spoke with nine staff and management.
- Received feedback from the Inspection Volunteer, who spoke with four people using the service and four relatives.
- Spoke with three professionals.
- Observed practice and daily life; and
- Reviewed documents.

Our inspection volunteers are members of the public, who have relevant lived experience of care either themselves or as a family carer. They speak to and spend time with people and families during inspections to ensure their views and experiences are reflected accurately in the inspection.

Key messages

- People experienced kind, consistent and responsive care that supported their wellbeing and protected their safety.
- Strong leadership and quality assurance arrangements supported safe care and ongoing improvement for people using the service.
- People benefited from stable staffing, skilled teams and good continuity of care.
- Care was well planned and person centred, supporting people's choices, dignity and wellbeing.
- One previous area for improvement had been met.

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 leadership?	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 how the service supported people's wellbeing. These strengths had a very positive impact on people's experiences and outcomes. We therefore evaluated this key question as very good.

People consistently told us they experienced kind, respectful and compassionate care. Staff knew people well and understood their routines, preferences and health needs. People described staff as patient, friendly and attentive. One person told us, "They're very kind and never rush me. I feel listened to". Another person said, "The carers know me well and make me feel comfortable and safe". This helped people feel reassured, respected and confident in the support they received.

Staff demonstrated good knowledge of people's physical, sensory and emotional needs. They asked people what they wanted at each stage of the visit and respected their choices. Support was delivered at the person's pace and included reassurance and companionship. This supported both physical comfort and emotional wellbeing.

Relatives spoke very positively about the impact of care on their family members' wellbeing and quality of life. They described staff as caring, reliable and approachable. Communication was described as good and families valued seeing familiar carers attend visits. This provided reassurance and confidence that people were well supported at home.

The service demonstrated a proactive and effective approach to monitoring health needs and assuring staff practice to protect people's wellbeing. Daily records showed staff routinely monitored skin integrity, continence, nutrition, hydration, mobility, mood and general wellbeing. Staff acted promptly when changes were identified and contacted health professionals when required, supporting early intervention and helping prevent deterioration. Personal plans were reviewed regularly, helping ensure support remained responsive to people's changing health and wellbeing needs.

The registered manager carried out regular welfare observations during visits to monitor staff practice and the quality of care provided. These were used alongside daily records to identify concerns promptly and ensure appropriate action was taken. Records showed clear actions and outcomes, demonstrating a strong focus on maintaining people's wellbeing.

Support for people's physical wellbeing was well planned and responsive. Staff supported people's nutrition and hydration at each visit, preparing meals, respecting preferences and offering alternatives when appetite was low. Where people declined food or drink, this was recorded and monitored, with concerns escalated appropriately. Staff also monitored changes in mobility and adapted support accordingly. Equipment was used appropriately and staff responded to fluctuations in people's presentation. This reduced falls risk and supported people's confidence and safety.

Medication support was safe, well organised and person centred. Records showed accurate administration, clear documentation and appropriate responses to refusals or changes. Audits and competency checks provided assurance that medicines were managed safely.

Promoting independence, choice and social wellbeing was a clear strength. Staff encouraged people to do as much as they could for themselves, providing support only when needed.

Support was adapted to people's daily presentation, helping maintain skills and confidence. Staff recognised the importance of social and emotional wellbeing. People and relatives told us staff took time to talk, offered companionship and helped reduce loneliness. This had a particularly positive impact for people living alone, supporting emotional wellbeing and reducing the risk of social isolation.

How good is our leadership?

5 - Very Good

We found significant strengths in leadership, governance and quality assurance arrangements. Leaders had a clear overview of service performance and used this effectively to support safe, high quality care. These strengths had a positive impact on outcomes for people using the service. We therefore evaluated this key question as very good.

Leadership oversight and governance arrangements were strong and effective. The registered manager had systems in place to oversee quality, safety and performance across the service. This included oversight of staffing capacity, supervision, training compliance, incidents, complaints, and medication management. These arrangements supported informed decision making and timely responses to emerging risks.

Quality assurance systems provided the registered manager with effective oversight of service quality and safety. Audits were comprehensive and used to monitor practice and support improvement. External quality assurance also provided additional independent oversight. Together, these arrangements supported effective governance, accountability and assurance about the quality and safety of care. We discussed how quality assurance records could better demonstrate the impact of actions on outcomes. Overall, quality assurance arrangements contributed positively to people's experiences and outcomes.

Arrangements for managing protection concerns and incidents enabled timely action to protect people's safety and wellbeing. These processes were implemented effectively, providing assurance that concerns were appropriately managed. We saw evidence of effective multi agency working and proportionate action taken where required. Learning from safeguarding concerns and incidents was shared through supervision and team meetings, strengthening staff awareness and practice. We discussed the importance of consistently recording updates and final outcomes to further strengthen oversight. Overall, these arrangements supported effective risk management and helped ensure people were protected from harm.

The service improvement plan supported continuous improvement and reflected clear priorities, including staff development, audit activity and monitoring systems. The registered manager was reviewing the plan to strengthen outcome measures and timescales. This helped ensure improvement activity focused on making a positive difference for people.

Self evaluation was reflective and informed by feedback from people using the service, relatives and staff. Feedback showed high levels of satisfaction, particularly in relation to dignity, respect, communication and continuity of care. Positive feedback was used to reinforce good practice and support staff morale. Staff described leadership as supportive and accessible, contributing to a positive culture where staff felt valued and supported.

How good is our staff team?

5 - Very Good

We found significant strengths in staffing arrangements and teamworking, which had a positive impact on people's experiences and outcomes.

Staffing arrangements were well planned and effectively managed. Staffing levels were monitored through rotas, electronic alerts, and management oversight. The registered manager adjusted staffing promptly when people's needs changed. This included when there were increased packages of care, hospital admissions and reablement input. The service did not use any agency staff, and had stable teams and localised runs which supported continuity. People and relatives reported familiar carers and reliable visits. This supported reassurance, consistency and positive experiences for people.

People told us that visits were reliable and staff generally arrived when expected. There were no reports of missed visits. Where delays occurred, staff informed people and explained the reason. Staff prioritised completing care safely rather than rushing tasks. This demonstrated effective rota planning, staffing oversight and a focus on delivering safe, consistent care.

Training and development arrangements were strong and well embedded. Tailored, role specific training was provided to meet people's assessed needs. New staff completed induction and shadowing before working independently. Supervision, observations and competency assessments assured safe practice. Opportunities to undertake qualifications and ongoing learning were available. Feedback showed confidence, competence and strong management support. This supported safe, consistent and person centred care delivery.

Recruitment practices were effective and supported safe staffing. Pre employment checks were completed before staff commenced work, and new starters were supported through induction and shadowing. This ensured people received care from suitably recruited and prepared staff.

Teamworking arrangements were positive and effective. Staff described good communication, teamwork and mutual support. Experienced staff supported new colleagues during shadowing. Managers and supervisors provided cover when required. This helped maintain continuity and safe care delivery.

Oversight of staff practice, competency and wellbeing was well established and effectively supported safe care delivery. Supervision, probation and observations were scheduled appropriately, with frequency adjusted to staff experience, providing proportionate oversight. Staff felt confident raising concerns, which were responded to promptly, demonstrating responsive leadership. Wellbeing was actively promoted through accessible management, on call support, recognition initiatives and regular supervision. Overall, these arrangements supported staff confidence, retention and consistent standards of high quality care for people.

How well is our care and support planned?

5 - Very Good

We found significant strengths in how care and support were planned and reviewed. Care planning was person centred and outcome focused, and this supported positive experiences and wellbeing for people. We therefore evaluated this key question as very good.

Care and support were consistently well planned and clearly guided staff practice. Personal plans reflected people's assessed needs, routines, preferences and outcomes. These were developed with the involvement of people and, where appropriate, their relatives. This provided staff with clear guidance on delivering consistent and respectful care. Plans were reviewed at least every six months, to ensure information remained current and reflective of people's needs. We discussed how support planning could be strengthened by ensuring information was consistently reflected across all relevant sections of people's plans. This would further support continuity of care and positive wellbeing outcomes for people.

People's capacity and decision making needs were clearly understood and accurately reflected in care planning.

Where people had capacity, this was recorded and staff respected their choices and sought consent throughout care.

Where people needed decision making support, plans guided staff to provide explanations and reassurance, and this was followed in practice. This promoted people's rights and dignity and supported decisions being made in a respectful and supportive way.

Risk assessment effectively informed day to day care delivery. Assessments for skin integrity, mobility and continence were in place and clearly described required actions. Staff followed this guidance consistently during visits, including repositioning and monitoring where needed. This supported safe, planned care and reduced the risk of deterioration, ensuring people received care that met their assessed needs.

The service worked effectively with health and social care professionals to support planning and review. Staff liaised with district nurses, social workers and other professionals when people's needs changed. Where care packages were reviewed, care was delivered in line with updated guidance. Professionals told us the service communicated changes promptly and supported continuity of 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

The provider should ensure that effective care planning is paramount. To support this, the manager should ensure care plans and person-centred risk assessments contain accurate, up to date, detailed information about the support a person experiencing care requires. In addition, the service should ensure all staff have a clear understanding about expectations with regard to the formulation of robust care planning.

This area for improvement was made on 8 April 2022.

Action taken since then

Care planning had been fundamentally effective. Most personal plans were detailed, person-centred and outcome-focused, and they clearly informed staff practice. Staff demonstrated strong knowledge of people's needs and risks, and care delivery aligned with reviewed needs, even where documentation was still being updated. There was no unmanaged risk, no evidence of staff uncertainty, and no impact on care delivery or outcomes. The service had already recognised the minor discrepancies, actions were underway at the time of inspection, and auditing of plans was ongoing.

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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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