

# Divine Care and Support Services (Scotland) Limited

## Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
17 March 2026

**Service provided by:**  
Divine Care and Support Service  
(Scotland) Limited

**Service provider number:**  
SP2023000444

**Service no:**  
CS2023000393

## About the service

Divine Care and Support Services (Scotland) Limited is registered to provide a care at home service. The service provides support to older people in their own homes within the South Lanarkshire region.

The stated aims of the service are: "Divine Care and Support Services (Scotland) Limited aim to assist those in need of care, to live as safely and comfortably as possible in their own homes. We will do this by actively encouraging the independence, dignity, privacy, choice and wellbeing of all our Service Users."

## About the inspection

This was a short notice, announced follow-up inspection which took place on 17 March 2026 to look at progress made from the full inspection of 22 October 2025 and the follow-up inspection of 11 December 2025. This was a virtual inspection, using Teams, which was carried out by one inspector 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 the provider/manager
- reviewed documents submitted by the manager.

## Key messages

- The service had developed a self-evaluation document which followed guidance produced by the Care Inspectorate.
- The core assurance checklist had been incorporated into the self-evaluation to help keep people safe and well.
- The service should continue to develop the self-evaluation and associated improvement plans by incorporating findings from inspections as well as best practice guidance.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 1 December 2025, the provider must ensure that the service is led well through application of safe and accountable leadership practice to ensure people are protected and good outcomes are promoted. To achieve this, quality assurance systems must be improved to take account of:

a) A quality framework for support services (care at home, including supported living models of support) self evaluation document, core assurance checklist and associated best practice guidance.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20) and "I use a service and organisation that are well led and managed" (HSCS 4.23).

The requirement was not met at the inspection dated 11 December 2025 and was extended to 11 March 2026.

**This requirement was made on 14 November 2025.**

#### Action taken on previous requirement

Quality assurance systems had been developed. A self-evaluation document had been produced which took account of guidance published by the Care Inspectorate for this type of service. This document incorporated material from the core assurance checklist to help keep people safe and well.

The requirement is met, however, the service should continue to build on incorporating best practice guidance. For example, the Scottish Social Services Council (SSSC) codes of practice and findings from Care Inspectorate inspections.

We reinforced that self-evaluation is a dynamic rather than static process and should identify current as well as future priorities for improvement.

**Met - outwith timescales**

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com)

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