

# Medway Support Services Housing Support Service

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

**Completed on:**  
18 December 2025

**Service provided by:**  
Medway Care Services Limited

**Service provider number:**  
SP2015012521

**Service no:**  
CS2024000345

## About the service

The service provides care at home to adults in Edinburgh with its office based in New Town, Edinburgh. The service was registered with the Care Inspectorate on 6 September 2024 and the provider is Medway Care Services Limited. At the time of the inspection this small, new service offered care and support to three older people.

## About the inspection

This inspection took place on 12 and 17 December 2025 after 24 hours notice to the service. The inspection was conducted by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and any intelligence gathered.

We evaluated how well people's health and wellbeing was supported and their personal plans, as well as the quality of staffing and management.

To inform our evaluation we:

- spoke with two supported people and three relatives and received one questionnaire
- spoke with four care workers and two managers and received two questionnaires
- observed how well care staff supported people
- visited the office to see how it was run
- reviewed documents and electronic records.

## Key messages

- People were satisfied with the quality of the care and support received in their homes.
- Staff interacted warmly and respectfully with people.
- People had regular care staff.
- Staff were trained and supported.
- Managers were competent and approachable.
- People's personal plans were thorough and up to date.

## 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? | 4 - Good |
| How good is our leadership?                | 4 - Good |
| How good is our staff team?                | 4 - Good |
| How well is our care and support planned?  | 4 - Good |

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the care provided and how this supported positive outcomes for people.

People we spoke to were satisfied with the quality of the care and support received in their homes. People told us that staff interacted warmly and respectfully with them. Staff had conversations with people, were interested in their lives and people felt listened to and enjoyed the company of the care staff. People did not feel rushed by staff when being supported. Care and support were carried out in a dignified way with personal preferences respected.

People experiencing care said:

"I am quite pleased with them all. I'm glad of it."

"They come in and do the work and they are fine."

Relatives' comments included:

"All running pretty smoothly so far."

"Everything seems to be fine. I am quite happy with them."

"I am pretty happy with the service."

People were asked what they wanted to eat and meal preparation was competent. We observed and people told us that staff used gloves and aprons appropriately. Staff cleaned and tidied up after themselves. Medication administration was organised and had regular audits by management which ensured that people experienced safe and effective medication.

## How good is our leadership?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the leadership and quality assurance.

People considered that the service was responsive to any issues they raised, were courteous and respectful and the issues were resolved.

People's comments included:

"I find them very understanding and sympathetic when there is an issue and help to work towards resolving."

"They have got into a routine and she is happy with this."

"Everything we have asked for or talked about with the manager has been followed up with."

Regular quality audits were taking place, such as medication, timing and length of visits. The service sought feedback from people experiencing care through satisfaction surveys and regular reviews. There was a service improvement plan in place to assist the service to plan, make and measure improvement. This will ensure that there is a culture of continuous improvement for people experiencing support.

**How good is our staff team?****4 - Good**

We evaluated the service as operating at a good level for this key question. There were several strengths with the staff training and support.

Staff recruitment processes were thorough. Training was of good quality with an acceptable level of completion, though does need to improve further. There were formal managerial observations of staff competence taking place but these needed to occur more regularly. Staff reported support from their managers was easily accessible as well as receiving face-to-face supervision sessions. Regular team meetings were held to assist effective communication. This ensures people experience high quality care and support based on relevant guidance and best practice.

The planning of the care visits was organised and significantly late or missed visits were not an issue. People had been informed, in writing, of the visit times, how long they were and who was visiting. Electronic access to the daily care notes and real time information regarding visiting care staff was available to supported people and relatives. Staffing arrangements worked well with people experiencing a consistent care team. This ensured people benefited from a warm atmosphere because there were good working relationships.

**How well is our care and support planned?****4 - Good**

We evaluated the service as operating at a good level for this key question. There were several strengths with personal planning.

People's personal plans detailed each area of care, for example, mobility, and set out any needs for support. Updates were recorded promptly as were any changes in actions needed. However, there needs to be more focus regarding what people consider was important to them and the related outcomes they want to achieve.

Six monthly reviews (as required by legislation) were taking place with people experiencing care and their relatives. This ensured that personal plans remained right for people as their needs change and to make sure that everyone had the opportunity for their views to be heard.

**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).

## Detailed evaluations

|   |          |
|---|----------|
| How well do we support people's wellbeing?  | 4 - Good |
| 1.1 People experience compassion, dignity and respect   | 4 - Good |
| 1.3 People's health and wellbeing benefits from their care and support                        | 4 - Good |
| How good is our leadership?   | 4 - Good |
| 2.2 Quality assurance and improvement is led well   | 4 - Good |
| How good is our staff team?   | 4 - Good |
| 3.2 Staff have the right knowledge, competence and development to care for and support people | 4 - Good |
| 3.3 Staffing arrangements are right and staff work well together                              | 4 - Good |
| How well is our care and support planned?   | 4 - Good |
| 5.1 Assessment and personal planning reflects people's outcomes and wishes                    | 4 - Good |

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