

# Home Instead South Lanarkshire Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
9 March 2026

**Service provided by:**  
ASAC Care Ltd

**Service provider number:**  
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CS2016350565

## About the service

Home Instead South Lanarkshire is a support service for older people living in their own homes. It covers a large geographical area including Lanark, Carluke, Douglas, Crawford and Biggar and also extends to smaller hamlets and isolated houses and farms.

At the time of the inspection 50 people were receiving support from the service. This includes support with personal care, home help and companionship. The service office base is in the centre of Lanark. The manager oversees the service supported by the director, fieldwork supervisor, coordinator and a trainer. At the point of inspection there were 19 care professionals who provide the support to people in their homes and in the community.

The main objective of the service is to provide supportive care and companionship, which both enables and encourages clients to remain independent in their own homes for as long as possible. The service works closely with the client and their family to deliver a tailored and flexible package of care to meet individual needs, promoting independence within their own home and improving quality of life. This includes supporting individuals with their personal care needs, domestic tasks, hobbies and accessing the community. The provider specifies that the minimum duration of a single visit is one hour to achieve a quality personalised service.

## About the inspection

This was an unannounced inspection which took place between 05 and 09 March, 2026. The inspection 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, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with six people using the service and five of their family
- spoke with four staff and management
- observed practice and daily life
- reviewed documents including personal plans, quality assurance audits and improvement plans.

Prior to the inspection we issued questionnaires and received feedback from five staff members.

**Key messages**

- The service delivered relationship based, reliable support
- People experienced consistently positive experiences which supported them to live well in their own homes.
- The service worked in partnership with families.
- Management were visible and responsive, and everyone had confidence in how the service was led.
- The service planned to strengthen its oversight processes.

**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 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. We evaluated this key question as very good.

People received care that was genuinely person centred and based on their needs, wishes and routines. Staff were warm, respectful and built trusting relationships with the people they supported. During the inspection, interactions were relaxed and natural, demonstrating a strong culture of dignity and respect. This helped people feel valued.

A stable core staff team meant people were supported by familiar workers. This consistency allowed relationships to flourish, and several people described staff as "like family". This supported emotional wellbeing and gave people confidence in their daily routines.

The service provided a wide range of support including, personal care, medication prompts, household tasks, shopping, attending appointments and companionship. Staff encouraged people to stay connected to their communities by supporting them to go out, such as visiting the high street or attending longstanding local activities.

Families said this helped people maintain independence and a sense of control:

"She still feels like she's in charge."

"The clients always feel like the boss."

The service had a clear positive impact on people's overall wellbeing. People who had been isolated were now taking part in community life again. Support was flexible and could increase when needed, for example after a hospital stay. This reablement focused approach helped people stay well in their own homes for as long as possible.

Support objectives continued to reflect the promotion of people's strengths. The service promoted independence and supported people to manage many aspects of their own day to day routines where possible. They worked in close partnership with families who overwhelmingly commended the positive impact the service had had on their loved one's quality of life. Comments included "having the service has maintained XX independence and we are absolutely overjoyed and delighted as a family for what it has provided" and "they are very much about common sense support, no dramas and being subtle and sensitive allowing people to still feel in control".

Families consistently reported feeling reassured about their loved ones' health and safety. Staff noticed changes quickly and communicated these to families, ensuring timely medical support when required. This helped people stay well. Comments included:

"The service is responsive and a godsend to us."

"It keeps people in their own homes and out of care."

Where used, medication support was managed safely through an electronic recording system with regular oversight from management. This meant people could be confident of getting the right medication at the right time.

Families were fully involved in planning and reviewing support. An electronic personal planning system provided access to personal plans and daily notes. This was particularly valued, especially by families who lived at a distance. They said it offered peace of mind and helped ensure support stayed aligned with current needs and wishes.

The service recognised the need to strengthen some aspects of documentation, such as providing clearer written guidance for all areas of specific care. This improvement would help maintain consistency as the service grows.

### How good is our leadership? **5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people. We evaluated this key question as very good.

The service was well led and benefitted from a stable and visible management team. People using the service, families and staff all said they knew who the manager was and that they found them approachable, supportive and responsive.

Staff reported feeling valued and listened to. A mandatory and specialist training programme, formal supervision and team meetings all offered opportunities to discuss development and helped maintain a competent and confident workforce.

There was a strong culture of continuous improvement. A structured quality assurance system gave good oversight of personal planning, incidents, staff training and health and safety. Weekly audits of the electronic management system allowed managers to monitor key tasks in real time, such as support activities, incidents and staff attendance patterns. This gave assurance support was undertaken as planned. Where needed this supported early intervention and helped ensure people received a consistent service.

The service planned to strengthen links between quality assurance activities and improved outcomes for people. There was also a clear commitment to reviewing and improving formal feedback opportunities, helping people and staff to influence future service developments.

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

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people. We evaluated this key question as very good.

Overall, personal plans were detailed, person centred and clearly reflected what mattered most to people. This included their routines, preferences, life history, communication needs and stated outcomes. Plans provided practical guidance to help staff deliver support in the way each person preferred.

One example of very good practice was a step-by-step guide of a supported persons preferred daily routine. This was jointly co-produced by family members and staff.

This ensured support was delivered consistently in accordance with the individuals wishes. The manager agreed this approach could be extended, particularly for people with assistive devices or specific health related needs.

Most plans showed a clear link between daily routines and personal outcomes. Daily recordings were meaningful, showing people's engagement, mood and any concerns. Because families and management could access these in real time, any issues were addressed quickly. This gave reassurance of responsive care and supported people to remain at home safely.

Personal plans respected people's rights and autonomy. People and families were actively involved in assessments and reviews, with evidence of collaborative decision making. Families praised communication and said decisions always reflected the best interests of the person receiving support. This meant people could be confident their care arrangements were right for them.

The service planned to continue developing review processes to include more structured opportunities for people and families to contribute to wider service improvement plans.

## 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?	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 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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