

PMAK CARE Support Service

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Type of inspection:
Announced (short notice)

Completed on:
30 March 2026

Service provided by:
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Service provider number:
SP2023001494

Service no:
CS2025000080

About the service

PMAK Care is a provider offering support to individuals wishing to continue living independently in their own homes. The service operates across Clackmannanshire, Stirling and Falkirk, delivering personalised care to adults with a range of needs.

The service has been registered with the Care Inspectorate since 20 February 2025 and there were three people using the service at the time of our inspection.

About the inspection

This was short announced inspection which took place on 24 and 25 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 registration information, information submitted by the service and intelligence gathered since registration.

In making our evaluations of the service we:

- spoke with two people using the service and three family representatives
- observed practice and daily life
- reviewed documents and care plans.

Key messages

- The service demonstrated respectful care and people supported were positive about their experiences.
- Leadership was open, reflective, and committed to improvement and growth of the service.
- Recruitment for staff was underway and people could be confident as the process was robust to keep them safe.
- Care plans needed more information and the service was engaged in developing the care planning system and improving the quality of information available.

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?	3 - Adequate
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate
How well is our care and support planned?	3 - Adequate

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

How well do we support people's wellbeing?

3 - Adequate

We evaluated this key question overall as adequate. When we looked specifically at quality indicator 1.1 'People experience compassion, dignity and respect' we found strengths that impacted positively on outcomes for people and we evaluated this quality indicator as good.

People receiving support told us that they were very happy with the service and the consistency of their support. The staff member knew people well and had taken time to develop kind, respectful and professional relationships.

Family members spoke positively about the service and said they could see improvements in their relative's wellbeing since starting the service.

People were prompted with medication following good practice guidance and when people were supported with meals, this was undertaken in a relaxed and unhurried way that supported good nutrition.

The service was planning to develop links with professionals within the health and social care partnerships to support improvement in wellbeing outcomes for people.

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate. Although continued performance at adequate level is not acceptable, it is tolerable in some circumstances, and applied to PMAK Care because the service was in a period of development.

At the time of our inspection, the service was delivered to very few people with the provider being the sole carer. When we looked at leadership we saw evidence of robust processes in place, such as the medication administration policy. Due to the design of the current service, we were unable to see the processes in practice or how they might support better outcomes for people. However, the provider demonstrated a willingness to learn, accept feedback, and continue to develop and improve systems as the service increased in size.

How good is our staff team?

3 - Adequate

We evaluated this key question as adequate. An evaluation of adequate applies where there are some strengths and we could see that the planned recruitment process was robust but had not yet been implemented.

Current recruitment processes were aligned with good practice standards. The interview plans included competency-based questions and the recruitment policy met expected good practice guidance. Recruitment practice was being developed at the time of our inspection and the provider demonstrated active progress that would require embedding as the service grew.

How well is our care and support planned?**3 - Adequate**

We evaluated this key question as adequate. An evaluation of adequate applies where there are some strengths, but these just outweigh weaknesses. When there is an evaluation of adequate, improvements must be made by building on strengths and the service was well placed to do this as they develop and grow.

Individual care plans were present in people's homes. Care plans had limited information, but the carer knew people very well. To support growth and improve outcomes for people, the service should develop plans to better reflect people's identity, preferences, personal history, and outcomes.

The service did not retain copies of people's care plans but intended to move to an electronic care planning system. We were confident in their plan to address this when we discussed it. It was advised that the provider should hold a backup version of individual plans while preparing for the transition to an electronic care planning system.

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?	3 - Adequate
1.1 People experience compassion, dignity and respect	4 - Good
1.3 People's health and wellbeing benefits from their care and support	3 - Adequate
How good is our leadership?	3 - Adequate
2.2 Quality assurance and improvement is led well	3 - Adequate
How good is our staff team?	3 - Adequate
3.1 Staff have been recruited well	3 - Adequate
How well is our care and support planned?	3 - Adequate
5.1 Assessment and personal planning reflects people's outcomes and wishes	3 - Adequate

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