

IKL Care Support Service

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Type of inspection:
Unannounced

Completed on:
20 March 2026

Service provided by:
IKL Care a partnership

Service provider number:
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Service no:
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About the service

IKL Care provides a support service and care at home for children, adults and older people in their own homes and in their local community. IKL Care has been registered with the Care Inspectorate since April 2014. The service is based in Alloa, and offers care and support to people in Clackmannanshire and occasionally, neighbouring authorities.

The aims and objectives of the service are, "To provide service users and carers, irrespective of age or ability, the choice to be completely involved with their own personal care support plan, which will promote their health, welfare and independence that most service users require. At IKL care we believe that everyone is entitled to high-quality care and support."

About the inspection

This was an unannounced inspection which took place between 17 and 20 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, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- received feedback, and spoke with 24 people using the service and their family members
- received feedback, and spoke with 35 staff and management
- observed practice and daily life
- reviewed documents
- received feedback from visiting professionals.

Key messages

The staff culture was rooted in dignity and respect, underpinned by professional relationships, this meant that people were supported with compassion, and staff respected people's privacy and values at all times.

People were able to stay at home when this was their wish. Because of strong professional networks, health referrals were made promptly, and had ensured timely treatment and ultimately prevented unnecessary hospital admissions.

The information contained in people's plans was of a consistently high standard, focused on individual hopes and wishes, and evidenced delivery of exceptional support that met people's aspirations, preferences and needs.

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?	6 - Excellent
How well is our care and support planned?	6 - Excellent

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

How well do we support people's wellbeing?

6 - Excellent

IKL Care demonstrated significant strengths in supporting people. People's experiences and outcomes were outstandingly high, and we evaluated this quality indicator as excellent and sector leading.

People were treated with the utmost dignity and respect, and staff had genuine, kind and respectful relationships with people. The strong values and aims of the service were demonstrated and visible at all levels. When we asked people about the staff team, people said that relationships were strong, very positive and the staff were "outstanding" "always taking time to do little things that really matter" and "really listened" to them. People were confident and secure in voicing their opinion, and they were encouraged to question and challenge decisions that affected them. Feedback from families highlighted that staff were seen as advocates who truly knew the people they supported.

The service worked closely with people to identify what was important to them, and ensured they were included and involved in all decisions about their care and their service, because staff actively promoted empowerment and involvement. Staff took time to get to know people, ensuring they had the necessary information to provide high-quality, appropriate support and manage any risks in relation to their circumstances and needs.

Staff were responsive to people's health and wellbeing needs, and where referrals to other services or health professionals were required, this was carried out in a timely manner. We saw evidence of excellent and proactive partnership working with other professionals, and a responsive and holistic approach to people's individual circumstances. This included accessing GP and nursing support, and providing additional support, for example, throughout an antibiotic therapy period. This had directly avoided hospital admission for some people.

We found that the service took time to encourage meaningful occupation and fostered independence, no matter people's age or condition, and this provided people with choice and control, thus, enabling them to achieve their individual outcomes. We saw lovely examples of care staff taking time to ensure people had something interesting to do between their care and support visits, and people told us this "made each day great."

The service responded promptly at times of crisis, both in terms of the support provided, and in ensuring the relevant people were informed. Because of their excellent approach to care and support, the service kept people safe and well.

How well is our care and support planned?

6 - Excellent

Assessment and support planning should reflect and respect people's wishes and outcomes. The care plans at IKL Care were exemplary, supporting outstanding outcomes for people, therefore, we evaluated this quality indicator as excellent.

The service demonstrated an exceptionally good, outcome-focused approach to care planning that ensured people received exactly the support they needed, at the times they expected, and because the service was highly responsive to changing needs when a person's wishes or health status changed, their care plan was updated immediately to reflect this.

The information contained in people's plans was of a consistently high standard, recording was accurate, streamlined and information was readily accessible. The depth of information within the plans ensured people's experiences, ambitions and goals were taken into account, and that the support they received was truly person-centred.

People's input into planning their support was evident. There was a strong commitment to ensuring people were meaningfully involved, and support plans reflected a genuine collaboration with the supported person. They covered a range of key areas, and prioritised what was important to the individual at that time. Each aspect of a person's support included a focus on the desired outcome, with timescales to indicate when this should be achieved. Staff recognised the importance of setting short and long term goals, and valued people as experts in their own experiences, whilst also recognising their needs and outcomes may change. Plans were updated as changes happened, or when people's aspirations or expressed goals changed. This meant that support plans remained person-centred, dynamic and outcome focused.

Legal information, such as power of attorney and guardianship responsibilities were clearly documented, with audit processes in place to support this. This ensured compliance with regulations, safeguarded people's rights, provided clarity on decision-making responsibilities and ensured people received appropriate support.

There were appropriate risk assessments in place, and this ensured risk reduction measures were considered and put in place to manage any identified risks. Care reviews were well prepared, and any resulting actions were appropriately recorded. This helped track progress towards people's personal outcomes.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How well is our care and support planned?	6 - Excellent
5.1 Assessment and personal planning reflects people's outcomes and wishes	6 - Excellent

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