

Lifecare Outreach Care at Home Support Service

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Type of inspection:
Unannounced

Completed on:
9 March 2026

Service provided by:
Lifecare (Edinburgh) Ltd

Service provider number:
SP2003002785

Service no:
CS2006118880

About the service

Lifecare Outreach is part of Lifecare (Edinburgh) Ltd Care services and has been registered with the Care Inspectorate since 2006. Lifecare Outreach supports people with daily living, provides companionship and respite for relatives and carers. The service supports people to stay connected with their local community, and continue to do things that are important to them.

At the time of inspection, there were 70 people using the service.

About the inspection

This was an unannounced inspection which took place on 4, 5 and 6 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:

- spoke with or got feedback from 24 people using the service or their representatives
- spoke with and got feedback from 15 members of staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Staff interacted with people in a respectful, dignified and compassionate manner.
- People were encouraged to stay active and engage with their local community.
- All staff were up to date with mandatory training and received training relevant to the people they supported.
- Support plans were person-centred and people said they felt included in the planning process.

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 staff team?	5 - Very 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?

5 - Very Good

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

Staff were observed interacting with people in a respectful, patient and dignified manner. They spoke warmly about those they supported and consistently showed kindness and compassion. People were encouraged to do things for themselves whenever they were able, with staff providing support when needed. This approach promoted people's independence and protected their dignity.

People were encouraged to take part in activities both at home and in their local community. Staff supported this by playing board games, going for walks, visiting cafés and helping with shopping. This helped people stay active, engaged and enjoy a good quality of life.

People who needed support with meals were given choices, and staff understood their preferences for food, drinks, and how they liked their tea and coffee. Staff were familiar with people's homes and prepared healthy, home cooked meals when preferred. This meant people were well supported with both their nutrition and their personal choices.

The service had a clear adult support and protection policy in place. Staff showed they understood how to raise concerns and follow the correct procedures. When staff had any safeguarding worries, they acted quickly and reported these through the appropriate channels, helping to keep people safe.

The service worked effectively with other healthcare professionals and care providers. Staff shared information appropriately, raised concerns when needed, and directed people to other services that could support them. This showed that the service collaborated well with other organisations to promote people's wellbeing.

One relative described the service as excellent. They said staff were "friendly, knowledgeable and caring", acted in the person's best interests, and kept family members updated about any changes. Another person described it as a "first class service" and praised all staff.

How good is our staff team?

5 - Very Good

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

Recruitment procedures were robust, and the service completed all the necessary checks prior to staff commencing employment. The service had acted on feedback from a previous inspection and had streamlined the recruitment process, making it easier to follow and ensuring important information could be found quickly when needed. This helped to protect the safety of people using the service.

Staff were up to date with mandatory training and following earlier feedback, staff had completed their practical moving and handling sessions. Staff also had access to additional training linked to their specific roles, and senior carers had been given support and development opportunities to build their leadership skills.

The service had recently strengthened the quality of supervision sessions. Records showed that supervision had improved since leadership changes were introduced, and guidance had been shared with senior staff to help make sessions more person-centred. This included identifying issues that could affect staff performance and offering timely support for staff development needs. This ensured staff received the necessary support to provide a high standard of care.

People using the service experienced consistent staffing, which helped them build trusting and positive relationships with the staff who supported them. Many staff had been in their roles for several years and spoke very positively about working for the service, which meant staff turnover was low and people benefited from familiar, experienced workers who knew their needs well. One member of staff said "There is nowhere else I would want to work."

Team meeting minutes showed that meetings were well structured, with clear agendas, agreed actions, and staff responsibilities recorded. Staff were encouraged to keep improving the quality of their work. Topics such as documentation and professional boundaries were regularly discussed. Maintaining clear boundaries helped protect trust and ensured relationships stayed professional and focused on people's wellbeing.

How well is our care and support planned?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Support plans were person-centred, easy to follow, and mostly up to date. People and their relatives felt included in planning their support, and staff regularly checked whether anything had changed. The plans focused on people's goals and promoted independence, while also covering key areas such as physical, emotional, psychological and nutritional needs. This meant staff had the information required to provide person-centred care.

Risk assessments were completed and linked to the relevant parts of each support plan. However, they would have benefited from more detail and a more consistent structure. Ensuring that each identified risk has its own up-to-date and detailed assessment would strengthen staff decision making and improve overall safety.

Support plans recorded what each person wanted to achieve from the service and how staff could support them to reach these goals. The key worker system helped ensure that plans were updated quickly when changes occurred, and updates were completed by someone who knew the person well. This meant people's plans stayed accurate and meaningful to their day to day lives.

Reviews were mostly up to date, and people and their representatives said they felt involved in these discussions. Reviews were also used as an opportunity to gather wider feedback about the service, helping staff understand what was working well and what needed improvement. Senior staff carried out six-monthly reviews to provide an additional level of oversight and ensure plans remained relevant and person-centred. This approach supported continuous improvement and maintained good communication with the people using the service.

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very 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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