

# Connected Care Services Limited Support Service

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

**Completed on:**  
26 February 2026

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

**Service provider number:**  
SP2019013382

**Service no:**  
CS2019377291

## About the service

The service is provided by Connected Care Services Limited, an independent provider of home care. The service operates from an office in Lochgelly.

The service provides a care at home service to adults in Fife. At the time of inspection the service was supporting around 60 people in their homes and had a team of around 25 staff.

The aim of the service is "to provide a safe and professional service tailored to you" Connected Care Services will do this by offering personal, social and domestic care to meet the assessed needs of the people they support.

## About the inspection

This was a short notice announced inspection which took place between 24 - 26 February 2026 and between 07:00 - 17:00. 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 ten people using the service and seven of their family
- spoke with ten staff and management
- observed practice
- reviewed documents.

## Key messages

- People enjoyed very good care and support.
- People had confidence in the company and staff.
- The service was very well organised.
- There was good communication and quality assurance.
- Very good staffing meant a high degree of consistency and continuity.
- Records were well maintained.

## 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?	4 - Good
How good is our staff team?	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 evaluated the service as performing at a very good level in supporting people's wellbeing. An evaluation of very good applies to performance that demonstrates major strengths in supporting positive outcomes for people and few areas for improvement.

It is important that people experience warm, nurturing relationships with the staff who support them. We observed kind, compassionate and warm interactions which meant people were treated with care and respect. Staff understood their role and responsibilities in ensuring appropriate support from family and healthcare professionals was sought when needed. People were fully involved in making decisions about the support being provided.

Discussions with people who use the service and their relatives were very positive. People said staff were excellent and they had a good rapport and relationship with them. People told us that they felt respected and their views were valued. Comments included, "couldnae get any better" and "I am very happy with the way I am looked after". One relative shared their experience of where there may be disagreement regarding the day to day decisions about care and support but that they could speak to staff directly and would not hesitate to contact the office if they needed to.

People told us that they were involved in reviewing their personal plan. We found that the plans contained detailed information on people's abilities and needs. Clear information on how to support individual's needs formed part of their personal plan which promoted consistency of care and good outcomes for people. Risk assessments were detailed and updated when there was a change in circumstances which meant people were kept safe. Plans also contained very good guidance regarding the management of medication, medical conditions and equipment to inform staff knowledge and practice. As a result, people would receive care and support that they needed. People said that they had confidence in the skills and abilities of staff. Comments included, "up until now, everything has been perfect" and "it's all working fine".

We spoke with staff about keeping people safe. They were able to demonstrate a very good working knowledge of what might mean people were at risk, and how and who they would report any concerns to. We found very good management of feedback from service users and their families, accidents, incidents and complaints which meant management had good oversight and could direct changes and improvements based on outcomes for people.

Staff confirmed, personal protective equipment was readily available and people told us they experienced good staff practice. As a result, infection prevention and control was in place and people could be kept safe.

It was evident from our observations and discussions with service users, families and staff, that staff and management know service users, very well and that this helped inform staff deployment, mitigate the risk of a breakdown in communication, and provide the desired care and support.

## How good is our leadership?

4 - Good

We evaluated this key question as good. There were significant strengths which impacted positively on outcomes for people. Our evaluation reflects the ongoing adjustments needed following unavoidable changes in management.

Staff employed by the service have been recruited safely. All pre-employment checks had been completed for employees before starting. Staff were confident and had the right skills and knowledge to support the people in services they attended. The provider was continuing to improve their service by ensuring they could be up to date regarding future checks where, for example, accessing pre-employment information.

Staff told us they found management approachable, supportive and could always contact someone via the phone for advice. There was a training plan and managers had good oversight of training undertaken. The provider was continuing to take action to improve their service and this included strengthening staff training by introducing e-learning in addition to existing on-site training.

Families commented positively on the leadership of the service, they felt supported and informed about their relatives wellbeing. This helped to reassure them that their relative was well cared for. Communication was good in the service. This allowed people using the service and staff to share their views on the service and helped people feel valued.

The provider had introduced electronic systems to manage and record visits. We found good arrangements for checking staff had accurate information about who they were scheduled to support.

We found a good selection of relevant policy and procedures available to guide and support staff and management, including managing complaints and missed visits. The provider's quality assurance systems had its roots firmly in service user feedback. This meant service user experience was at the heart of their measure of performance and could direct service developments. They had also taken steps to reflect this in their self assessment and service improvement plan.

## How good is our staff team?

**5 - Very Good**

We evaluated this key question as very good. We found people were supported by the right number of staff who had the right level of skill to meet people's assessed needs and in a way that meant they could remain at home.

At this inspection we examined staff recruitment as part of our core assurances and focused on assessing staffing arrangements.

There were effective systems in place to plan and manage calls which meant there was good communication and a high level of continuity within staff teams. People described the benefits of having regular staff and how on the office kept them up to date. One family described consistency as being reassuring and meant, "there's less worry for me". Office based staff and the supervisor understood their role and contribution to the overall quality of the service and how they play an important part in building the staff team.

We found people using the service were protected by safer recruitment checks carried out before staff took up post. Staff were confident and had been supported through induction. One family member described staff as, "friendly, professional and approachable".

Staff described feeling supported and listened to, describing management as available and responsive. They had regular supervision and spot checks which meant they were confident in working with any of their colleagues. They understood their role and responsibility describing how they would respond to changing situations whether for an individual or where planned absence meant changes to deployment.

Support plans set out how each person's needs should be met as well as their choices and wishes. These were reviewed routinely and in response to change. They also contained good reference and policy information. As a result, records could guide and support staff practice.

## How well is our care and support planned?

**5 - Very Good**

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

Support plans were detailed and held up to date relevant information, including how people liked staff to support them. This helped to maintain an individual's independence and identity. We saw that they were reviewed regularly and that people and families were involved in this process. This meant staff had access to the correct information to support individualised care and could deliver care that met people's assessed needs and wishes. Relatives told us they felt involved and that communication was very good. They also confirmed appropriate involvement relating to any legal powers held.

## 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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - 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?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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