

Fraser Home Care Support Service

Brambly Hedge
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Type of inspection:
Unannounced

Completed on:
18 March 2026

Service provided by:
Fraser Home Care Ltd

Service provider number:
SP2015012463

Service no:
CS2015336319

About the service

Fraser Home Care is registered to provide a care at home service for people living within their own homes. It is based just outside of Inverness and provides support in and around the Inverness-shire area. The service is commissioned by NHS Highland who agree the level of support to be provided for each person, based on an assessment of need.

The provider of the service is Fraser Home Care Ltd.

About the inspection

This was an unannounced inspection which took place from 10 to 13 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 six people using the service and seven of their family, and reviewed 35 survey responses,
- spoke with 12 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People were cared for with kindness, compassion, and dignity.
- Staff developed meaningful relationships with people, based on knowing their needs and wishes well.
- A key strength of the service was strong leadership based on core values which respected people's human rights, and a commitment to delivering high quality care and support.
- Managers used quality assurance systems and processes to evaluate people's experiences and drive improvements within the service.
- Staff were knowledgeable, skilled, and competent, based on comprehensive training and regular supervision.
- People benefited from close partnership working with other professional agencies.
- Families and people engaged in regularly reviewing their care and support.

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 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 this key question as very good, where significant strengths supported positive outcomes for people.

People told us about the positive difference that their care and support made to their lives. Staff developed trusting relationships based on respecting people's needs and wishes. Although we heard that care could sometimes be rushed due to how the service is commissioned, we observed that staff focused on ensuring the best outcomes possible for people. One person told us "I am very happy with the service provided. The carers are always polite, friendly, and efficient" and another confirmed "They've been excellent, I really can't fault them at all." This meant people valued their support and were comfortable with their staff.

People appreciated how professional and supportive staff were in how they were treated and spoken with. One person told us, "I can't fault it in any way, they're very caring, very human, genuine people" and another confirmed "I wouldn't want to go anywhere else; they respect my dignity." We saw how strong leadership, based on core values which promoted compassion, empathy and kindness, led to a committed workforce. Staff wellbeing was supported which meant that they could provide care which focused on delivering the best quality service for people. One staff member told us, "I feel very supported by Fraser Home Care, they are very approachable" and another confirmed "Fraser Home Care provides a supportive working environment. The training and supervision offered are helpful in maintaining good practice and ensuring that staff feel confident in their roles."

People were supported to have as much control as possible over their medication and benefited from a robust medication management system. This meant people were safe. Staff clearly understood their role in recognising changing health needs and sharing information promptly. One staff member told us, "It is helpful that concerns can be escalated when necessary to ensure people receive the appropriate support" and another confirmed "I can easily raise concerns when they occur to the office or escalate by speaking to the manager." This meant people were receiving the right healthcare at the right time from the right people.

People were enabled to make informed health and lifestyle choices that contributed to positive physical and mental health. One example was how staff understood the changing food preferences of one person and how to encourage them to eat and drink well. Another example was how staff worked together in communicating with a person to ensure they were happy and fully involved with their moving and assisting routine. This meant people's wishes were respected and they looked forward to receiving their care and support.

Although incidents were managed well, the service could improve by ensuring relevant notifications are made to the Care Inspectorate. We discussed this with the provider, as well as supporting the service with an awareness-raising session.

How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good, where significant strengths supported positive outcomes for people.

People benefited from support planning that reflected their outcomes and wishes. Families engaged in developing personal plans and valued the online access to the daily notes of support that staff provided. This meant families felt reassured and were confident that their relative was receiving support that was right for them. Strong leadership and staff competence contributed to planning which was regularly reviewed as people's needs changed. One family member told us, "The carers are absolutely excellent, they always arrive with a smile on their face and are very attentive" and another confirmed "Carers take their time and have a lot of patience with my relative, they know their likes and dislikes and meet their needs."

We heard how people and families benefited from working with other agencies. One professional told us, "Fraser Home Care will attend meetings and support me with any concerns or changes around my clients care needs" and when we spoke with others, they corroborated this view. Staff felt well-supported in providing the best quality care and confident in developing positive relationships with people. One staff member told us "We work hard to provide compassionate and person-centred care. Continuous communication, regular training updates, and opportunities for staff to share feedback further strengthen the service" and another confirmed "It feels like being part of a family working here, the leadership genuinely cares. Our main priority is quality care." This meant leaders, staff and professionals worked together well in responding to people's changing needs and wishes.

Staff not directly involved in providing support were acknowledged as a valuable part of the team. One person told us, "The office are very accommodating and easy to get hold of" and this was corroborated by another person who told us, "The office is fabulous, communication is good and any issues, they phone me and I can phone them."

If people could not fully express their wishes or preferences, the relevant legal documentation was in place to support their decisions. This meant their rights were protected and upheld. We discussed with the provider how adding specific details to some people's plans would ensure consistency in how staff supported their preferences and regular routines. The service was in the process of installing a different online system which would enable more detail to be added. This would further improve the person-centred information that makes a difference to how people's support is planned.

We heard of a few examples of changes to a person's regular staff team and people not always knowing who was arriving to support them. The service could improve by ensuring continuity of care with a stable staff team as much as possible and informing people of any changes to their support time. This would reassure people about who was arriving to support them and keep them informed about any delays.

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 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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