

## Call-In Homecare - North Lanarkshire Support Service

2c Napier Place  
Wardpark North  
Cumbernauld  
Glasgow  
G68 0LL

Telephone: 01555 771185

**Type of inspection:**  
Unannounced

**Completed on:**  
5 March 2026

**Service provided by:**  
Call-In Homecare Ltd

**Service provider number:**  
SP2004007104

**Service no:**  
CS2023000325

## About the service

Call-In Homecare North Lanarkshire provides care at home support to people living in the North Lanarkshire and Falkirk Council areas. The range of support includes personal care, support with medication, nutrition, hydration and domestic tasks.

The service operates from office premises in the Cumbernauld area. The provider is Call-In Homecare Ltd.

## About the inspection

This was an unannounced inspection which took place on 5 March 2026 between 10:30 am and 17:00 pm. The inspection was carried out by an inspector from the Care Inspectorate.

This was a focussed inspection to evaluate progress the service had made on a requirement and an area for improvement we made at previous inspections.

The requirement concerned reviews of supports given to people. At our inspection in December 2024 we concluded reviews were not always happening when they should and management did not have proper oversight of the quality of the reviews that did happen. From this inspection, we were satisfied that the requirement has been fully met. For more information see "What the service has done to meet any requirements made at or since the last inspection."

The area for improvement was made at our inspection in November 2025. We were not assured the service notified the Care Inspectorate of specific events as they are obliged to do. From this inspection, we are satisfied that the area for improvement has been met. For more information see "What the service has done to meet any areas for improvement we made at or since the last inspection."

Following this inspection, we have revised our evaluation for the key question 'How well is our care and support planned' from adequate to good. (Key Question 5).

## Key messages

- Requirement on care reviews has been met.
- Area for improvement on notifications to the Care Inspectorate has been met.
- Evaluation for Key Question 5 has been revised to good.

## 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 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 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.

The service has fully met our requirement on reviews. This means that people's care will be regularly evaluated to ensure it meets their current needs. Management oversight, through audits, will verify reviews are accurate and support people achieving positive outcomes.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 28 February 2025, to ensure people receive appropriate supports to maintain and enhance their wellbeing and achieve their outcomes, the provider must:

- a) Have system in place to ensure reviews of people's care and support take place not less than six-monthly.
- b) Ensure that care plans are reviewed more regularly when a person's needs change.
- c) Audit the quality of reviews to ensure consistency and quality.

This is in order to comply with Regulation 5(1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with Health and Social Care Standard (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15).

This requirement was made on 2 December 2024. The deadline for compliance has been extended to 27 February 2026.

**This requirement was made on 2 December 2024.**

#### Action taken on previous requirement

The service had in place a system to track reviews for all service users on a six-monthly basis. This generates review dates six months from completed reviews. At the time of inspection, one review was out of date and the service took action to rectify this.

Evidence was provided of the service arranging reviews more frequently than six-monthly including in response to unplanned hospital discharges.

Reviews were audited across all essential areas. These included information on service users, guidance to staff on supporting with medications, and assisting people to move safely. Areas requiring action are clearly noted. The service management ensure completion of such actions and are looking at how records of such can be improved.

**Met - outwith timescales**

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

The provider should ensure that the Care Inspectorate is provided with formal notifications as outlined in 'Adult Care Services: Guidance on records you must keep and notifications you must make;' (March 2025).

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which states that:

'I use a service and organisation that are well led and managed.' (HSCS 4.23).

**This area for improvement was made on 11 November 2025.**

#### Action taken since then

Service developed an action plan in response to the area for improvement. This included relevant staff receiving briefings, training and support from the registered manager on notifications.

Care Inspectorate reviewed service's records on protection concerns, incidents, accidents and missed visits. This confirmed full compliance with notification guidance by the service.

The area for improvement was met.

### 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 is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.