

Plum Tree Care Ltd Support Service

Suite 22
Ground Floor
Saltire House Pentland Park
Glenrothes
KY6 2AL

Telephone: 0333 335 5958

Type of inspection:
Announced

Completed on:
12 March 2026

Service provided by:
Plum Tree Care Ltd

Service provider number:
SP2023000054

Service no:
CS2023000075

About the service

The service is provided by Plum Tree Care Limited, an independent provider of home care. The service operates from an office in Glenrothes.

The service is registered to provide a combined care at home/housing support service to adults and operates in Fife. At the time of inspection the service was supporting around 50 people in their homes and had a team of around 20 staff.

The aims of the service include, "to provide high quality, person centred care and support to individuals in their own homes."

About the inspection

This was an announced inspection which took place between 9 and 11 March 2026 and between 07:30 and 17:00. The inspection was carried out by two inspectors 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 seven people using the service and two of their family
- spoke with nine staff and management
- observed practice
- reviewed documents.

We received questionnaires from one professional, 13 staff and nine service users and their family, prior to our inspection.

Key messages

- People enjoyed very good care and support.
- People had confidence in the company and staff.
- The service was well organised.
- There was good communication and quality assurance.
- Good staffing meant people experienced 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 staff team?	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 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. One person said, "I am very happy with the service and would certainly say if it were otherwise".

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, "Plum tree care have been exceptionally responsive to our changing needs and have responded quickly and positively" and "I look forward to them coming".

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. 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, "Very happy with the staff" and "The carers really make a difference".

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 management used learning from incidents, complaints and feedback from service users and their families to support service improvements.

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.

How good is our staff team?

4 - Good

We evaluated this key question as good. There were significant strengths which impacted positively on outcomes for people.

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 the office kept them up to date. One family described consistency as being reassuring and meant that their loved one, "gets on really well with them...it's like a friendship".

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 were repeatedly told there were no issues with talking to staff in the office and that there was regular contact maintained. This meant any concerns or requests could be dealt with effectively.

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. They described a range of training and ongoing spot checks which offered supervision and welfare support. This meant staff practice was monitored and people could be confident in staff practice.

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. This meant staffing could support responsive care and support.

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?	4 - Good
3.3 Staffing arrangements are right and staff work well together	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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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 iartras.

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.