

# Diamond Home Assist LLP Support Service

Alba Centre  
Alba Campus  
Rosebank  
Livingston  
EH54 7EG

Telephone: 01506417777

**Type of inspection:**  
Unannounced

**Completed on:**  
19 March 2026

**Service provided by:**  
Diamond Home Assist LLP

**Service provider number:**  
SP2015012559

**Service no:**  
CS2015340214

## About the service

Diamond Home Assist is a private care provider based in Livingston.

This service was registered with the Care Inspectorate in July 2016 to provide a support service to older people, and adults with a learning or physical disability or a mental health condition living in their own homes and in the community.

The service has a management team comprising of two directors, a registered manager, support manager, senior support workers and a team of support workers. At the time of the inspection, support was provided to 161 people in West Lothian. Most people received support two to three times per week.

## About the inspection

This was an unannounced inspection which took place on 16 and 17 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 24 people using the service and 19 of their family/friends/representatives
- Spoke with 34 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

## Key messages

- People experiencing care were involved in making decisions about their physical and emotional wellbeing.
- Care and support was tailored to people's needs and preferences.
- There were good working relationships in the staff team which supported positive outcomes for people using the service.
- The service needed to ensure the appropriate legal documentation was in place for when people who have legal authority were involved in shaping and directing care and support plans.
- The service was developing how people's preferred outcomes were recorded in their support plans to support better outcomes for people experiencing care.

## 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 which supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff in the service understood their role in supporting people's access to healthcare. The service encouraged people experiencing care to self-refer to healthcare professionals when they were able. Staff were able to recognise changing health and support needs and shared this information quickly with the right professionals and family or guardians where appropriate, to keep people safe.

People experiencing care were involved in making decisions about their physical and emotional wellbeing. People were invited to attend regular reviews of their care and support, along with a nominated representative for support or to advocate on their behalf when this was needed. The service regularly gathered feedback from people using the service or their nominated representative, using annual surveys or informally through discussion or checking in with people that they had all they needed. Staff induction processes included the views of people experiencing care at the end of staff probationary periods. The leadership team used information gathered from feedback to inform the service's development plan. This meant people were recognised as an expert in their own experiences, needs and wishes.

Care and support was tailored to people's needs and preferences. The service worked hard to support people to achieve their preferred outcomes. One family member said: "We are very impressed by the caring staff at Diamond, who all have the knack of getting to know their clients as people as well as meeting their individual needs. Many have mentioned that they like being part of the Diamond team, which is apparent in how they interact with the clients: they are experienced, professional and friendly." There were weekly social groups available, with one having a less stimulating setting so that those who preferred this could attend, and others were busier and more lively. These groups were extremely popular and people and staff spoke about them with much enthusiasm. The leadership team encouraged staff to pay attention to the communication needs of people experiencing care to ensure people's wider abilities and preferences around communication were heard so the focus was not only about impaired physical senses.

The service had produced some easy read guides to make communication easier and were in the process of developing these further. This was important as information needs to be in a format that is right for people and the easy read guides improved people's understanding and supported them to work on their self-development.

**How good is our staff team?****5 - Very Good**

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

There was an effective process for assessing how many staff hours were needed. This process took people's feedback, needs and preferences into account. The service supplied staff to all scheduled visits. Some visits were cancelled by people or because the person was not at home when staff called at the agreed time. Staff were late to attend a small amount of visits and communicated via a digital app when this happened. People then could be confident their scheduled visits would be fulfilled.

People knew which staff to expect. Every Friday office staff sent a rota to people using their service so they were aware of who to expect that week. When there needed to be a change of staff due to, for example, staff absence, this was detailed in the digital app. One person said: "I get a rota and I know about any changes. I usually get the same people; they help me get out and get busy." One family member said the app did not always appear to be updated in time when there had been a change of staff but was not sure if they were using the app correctly and agreed to contact the service to discuss this. Most people knew who to expect and when to expect them. As a result, people felt confident and respected.

The service needed to improve how much advanced notice staff had of their scheduled work times. Staff received a rota each Friday for the following week and, due to high staff absence at the time of the inspection, experienced several changes to their rota. One staff member said: "We get them on the Friday and there are so many changes very quickly. I can't plan in advance." and another said: "We get one week's rota in advance, probably as calls can change. If we got more rotas in advance there would be too many changes." We discussed with the leadership team the need to support staff wellbeing with regards to having a good work/life balance so they are able to support people experiencing care to the best of their ability. They were aware of the impact of the current high staff absence and were working to resolve this. We will review this at the next inspection.

There were good working relationships in the staff team. People felt confident approaching their designated support worker and office staff. Although staff mostly worked alone, they felt connected, supported and thought they belonged to a good team. One staff member said: "It is amazing. There is the WhatsApp group, phone calls and staff message each other re where they are with people's outcomes. The communication is brilliant between staff and the office.". One person experiencing care said: "I am happy with the staff, they are all very good." and another said staff were: "Absolutely amazing. I am happy with everything." People experiencing care could expect to benefit from a warm atmosphere as staff communicated effectively and worked well together.

## 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.

People's personal plans were routinely used to inform staff practice and approaches to care and support. Personal plans were person-centred and it was easy to get a sense of who the person was. Important information was highlighted to aid staff understanding. A staff member said: "It is all there on the app, I like to read all about the person before visiting them." and another said: "I like to read up the night before, all the information I need is there on the app."

There were many photographs of people enjoying activities they were supported to participate in. There was consistent information in different documents within personal plans. Risk assessments were used to enable people rather than to restrict their activities which helped to improve people's quality of life. Feedback gathered from people experiencing care showed a high level of satisfaction with personal plans. This demonstrated people's personal plans were right for them because they set out how their needs would be met, as well as their wishes and choices.

The service needed to ensure the appropriate legal documentation was in place for people who had a nominated representative to speak on their behalf. Where people were not able to fully express their wishes and preferences, individuals who were important to them or had legal authority were involved in shaping and directing their care and support plans. We asked the leadership team to ensure supporting legal documentation was in place to ensure people's rights were protected and upheld. We were assured the leadership team would work to achieve this and will review this at the next inspection.

The service was working to further embed people's preferred outcomes in their support plan. The leadership team had been working on some personal plans to make it clearer what outcomes people wanted with regards to each support plan. These personal plans reflected people's wishes very well and gave clear instruction to staff on how to support people to achieve their preferred outcomes. There were other personal plans that did not embed people's preferred outcomes into each support plan, instead there was a separate record of general outcomes people were aiming to achieve. We discussed this with the leadership team, who advised this was a work in progress. We were satisfied the service will continue with this work and will review this at the next inspection.

## 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 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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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

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