

Dundee City Council - Homecare - Enablement & Support Citywide and Community Mental Health Older People Team Housing Support Service

Social Work Department
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Type of inspection:
Unannounced

Completed on:
11 March 2026

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Service no:
CS2011286180

About the service

This service provides short-term enablement support for people coming out of hospital or recovering from illness. It also provides longer term support for people with more complex needs. There are 7 teams working across Dundee. Support is provided in the person's own home and is person centred and outcome focussed.

About the inspection

This was an unannounced inspection which took place on 09 and 10 March 2026. 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 one of their families
- Spoke with eight staff and management
- Observed practice and daily life
- Reviewed documents
- Gathered feedback from questionnaires

Key messages

- People received warm, respectful, and compassionate support, and this excellent standard was sustained across the service.
- Strong communication and partnership working ensured people got the right care at the right time.
- People were empowered to maintain or improve their independence and achieve positive outcomes.
- Leadership was highly effective, which created a motivated and well supported staff team.
- Staff felt confident and valued. They received appropriate training for their role which ensured they could support people effectively.
- Care plans were accessible and well formatted. Staff actively used these to inform the support they delivered.

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?	6 - Excellent
How good is our staff team?	6 - Excellent
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?

6 - Excellent

We have evaluated this key question as excellent. The service demonstrated consistent, sustainable high standards of care and support. They had an innovative approach to challenges which had a significant positive impact on people's experiences and outcomes.

Throughout our inspection, we found that people consistently experienced a high standard of compassionate and person led support. Interactions were warm, respectful, and reassuring, and people spoke positively about how approachable and knowledgeable all the staff were. This created a strong sense of trust and confidence in the support they received.

Although the team operated as a short-term service, people generally recognised and felt comfortable with the staff supporting them. This continuity helped people feel at ease and supported a smoother experience during what could otherwise have been a challenging period of transition. Staff demonstrated a strong commitment to enablement, encouraging people to maintain or build their independence wherever possible. They struck an effective balance between offering support and promoting independence, which contributed to people achieving positive outcomes and feeling empowered in their daily lives.

People were actively encouraged to shape their own care. Regular reviews, frequent conversations, and prompt sharing of information with managers ensured care and support remained appropriate, responsive, and aligned with people's changing needs. People we spoke to told us that the "carers all listen". The service also benefitted from strong partnership working with other professionals. Staff described effective communication and collaborative relationships, which helped ensure people's care was coordinated. This contributed to people experiencing the right care from the right person, at the point of need.

From the beginning of their involvement, people received clear, accessible information about how the service worked. The inclusion of commonly asked questions within care folders helped people feel informed and in control. This clarity supported people to understand their journey through the service and set realistic expectations, with information provided about potential continued support options, if needed, after the period of enablement had ended.

Medication processes were comprehensive and well embedded, and staff displayed a confident understanding of their responsibilities. This supported safe practice and gave people assurance that their health needs were being managed competently.

The introduction of new technology such as Access Assure demonstrated the service's commitment to innovation and improvement. It is hoped that this technology will enable staff and managers to monitor people's progress more effectively, identify changes early, and ensure people receive the right level of support at the right time.

Staff also had access to a range of practical, independence promoting equipment, including items from the Occupational Therapy (OT) store and resources such as long handled sponges. The ability to access these quickly meant people received timely support that enhanced their independence and safety at home.

How good is our staff team?**6 - Excellent**

We have evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for people.

The service operated through smaller locality-based areas, each led by an area organiser. This structure had clear strengths, as it promoted strong team identity, effective communication, and a sense of belonging among staff. Staff told us this supported them to feel connected to their colleagues and confident in their day to day work. Staff also shared with us that this meant their managers had developed a good understanding of the unique challenges they may face in particular areas.

Rotas were created for each locality, and the service was delivered within the limits of these rotas. This meant that staffing levels were consistently appropriate to meet the needs of people using the service. Due to on-going recruitment difficulties, staffing levels had reduced in recent months, as a result, service delivery was reviewed and resources reallocated accordingly. This approach was well organised and contributed positively to the reliability of support for people.

Where staffing changes had been required such as adjustments to rotas or team allocations, we found that staff had been meaningfully consulted and involved in the decision-making process. This inclusive approach meant that staff retained a sense of control and ownership, while also ensuring the needs of the service were met. This reflected effective and responsive leadership.

Staff also told us they had enough time to spend with people, and we observed this during our visits. Where unexpected challenges arose, support was quickly offered to ensure people continued to receive the right level of care. This demonstrated a flexible and responsive approach to each individual's care and support.

All staff had completed comprehensive training and reported ongoing access to additional learning when required. This commitment to professional development helped staff feel confident in their practice and supported the service to maintain high standards of care.

The service had a strong focus on staff wellbeing. A variety of initiatives and resources were available, showing the service valued the health and resilience of the staff team. This fostered an inclusive and supportive team environment, helping maintain staff morale and service quality. All staff we spoke with told us they were happy in their roles, with many expressing how much they enjoyed their work. Staff told us "it's a smashing job". They described strong teamwork, supportive managers, and an approachable leadership team. Staff consistently highlighted the visibility and accessibility of the management team, describing them as approachable and present. This contributed to a positive workplace culture.

Overall, the team demonstrated an inclusive, well supported, and highly motivated culture, which contributed to the positive experiences reported by people using the service.

How well is our care and support planned?

5 - Very Good

We have evaluated this key question as very good. We identified a number of important strengths which clearly outweighed any areas for improvement.

Care plan folders were well formatted and easy for people and staff to access within their homes. Care plans were being used as live working documents. Staff routinely updated them and relied on them to guide their practice, which showed a positive and embedded approach to person led care. People and those important to them had also been offered online access to their care plans. Some people were using this, and we evaluated this as a positive option because it gave people choice and supported better involvement in their care. The ability to use either paper or electronic plans meant people could access information in the way that suited them best.

Information within care plans was relevant and contained the key information staff needed. As staff got to know people and continued to build relationships, the service should consider including this information in care plans. This would be particularly helpful when new staff or new providers become involved, ensuring they had a clear picture of who the person was and what mattered to them.

Reviews took place as planned and at frequent intervals, this varied depending on individual needs and circumstances. The service had acted on feedback from the last inspection, and review paperwork was now more structured, informative, and meaningful. This demonstrated a positive commitment to continuous improvement.

Future care plans were in place, however these were generally task orientated. While we recognised the service was relatively new to delivering this specific service and that care often needed to be arranged quickly, it would be beneficial to include more personalised information to strengthen the person-centred approach. This would help to ensure that care and support being delivered was consistently in accordance with the persons needs and wishes.

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent
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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