

# St. Ninians Home Care Ltd Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
12 March 2026

**Service provided by:**  
St Ninians Home Care Ltd

**Service provider number:**  
SP2013012201

**Service no:**  
CS2013321735

## About the service

St. Ninians Home Care Ltd is a small home care service and was registered with the Care Inspectorate in April 2014. The provider is St. Ninians Home Care Ltd in Blairgowrie, Perthshire.

At the time of our inspection, the care at home service provided support to 40 people living in the community.

## About the inspection

This was an unannounced inspection which took place on 11 and 12 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 four people using the service and two of their representatives
- Spoke with seven staff and management
- Observed practice and daily life
- Reviewed documents

**Key messages**

- People using the service experienced compassionate and person-centred care.
- People experienced consistency in visit times and continuity of staff.
- Staff worked well together and felt supported within a positive team culture.
- Management maintained clear oversight of training, supervision, and safe staffing arrangements.

**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

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 and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

We observed compassionate and person centred interactions, with staff demonstrating a very good understanding of individuals' needs, preferences, and daily routines. One person told us, "I couldn't get better carers, they're amazing," which reflected the positive impact of these supportive relationships.

Personal plans contained an appropriate level of detail about people's priorities and preferred ways of being supported, ensuring that care was delivered in a way that respected individuality and promoted positive outcomes.

Risk assessments were appropriate and proportionate, reflecting people's individual needs and supporting staff to work safely and confidently.

Reviews of support were being completed regularly and involved the appropriate people. This ensured that care remained current, responsive, and aligned with individuals' changing needs. People also experienced consistency in visit timings and generally had the same staff visiting them. This supported relationship building and further strengthened the quality of care delivered.

Staff promoted independence wherever possible and demonstrated good understanding of when referrals to other professionals were required. The service had effective links with community health partners, including occupational therapists, GPs, and district nurses. These partnerships contributed to positive outcomes and ensured timely, coordinated support.

Staff were equipped with appropriate PPE, and the service had clear processes in place should an infection outbreak occur. Staff showed a good understanding of hand hygiene and recognised its importance in a homecare context.

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

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

The staff team consistently demonstrated high quality, person centred practice, and evidence showed that their skills, values, and stability led to very positive experiences for people. Feedback indicated that staff felt well supported, valued, and confident, which contributed to a strong and cohesive workforce. One staff member told us, "I get on well with everyone, it's a lovely place to work," reflecting the positive team culture and supportive working environment.

People consistently told us that staff had been warm, kind, and respectful in their interactions. Feedback such as "I do not have any complaints, I only need to ask and they will do it," and "they're a lovely polite bunch" demonstrated the trusting relationships that had been developed between people experiencing care and the staff who supported them. This indicated that staff attitudes and behaviours had a positive impact on people's overall experience of the service.

Management maintained effective oversight of training, supervision, and rota planning, ensuring staffing levels reliably matched people's assessed needs. Staff had access to a balanced programme of online and face to face learning, and any requests for additional training were responded to promptly. While a small number of training elements had briefly lapsed, these had already been scheduled for renewal, demonstrating proactive and reliable quality assurance.

Regular team meetings and daily communication supported effective collaboration and enabled staff to contribute meaningfully to service development. Staff told us their views were taken seriously and that teamwork was consistently strong. Observed practice was calm, respectful, and competent, with staff showing strong knowledge of the people they supported.

People experienced consistent staffing and predictable visit times, which promoted trust, continuity, and positive relationships. Recruitment processes had been carried out safely and thoroughly, offering assurance that new staff met required standards.

## 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 service needed to improve engagement with people experiencing care. - The service needed to further develop their improvement and development plan.'

1. To ensure quality assurance and improvement is led well, you, the provider, should:

a) Ensure the development of a robust, detailed, and useable service improvement plan focussed on service wide developments to maintain and improve the care provided to individuals using the service;

b) Ensure staff are involved in the development and implementation of the service improvement plan, and kept up to date with its progress; and

c) Ensure supported people and their representatives are involved in further development and implementation of the improvement plan.

**This area for improvement was made on 15 December 2022.**

#### Action taken since then

The service actively sought the views of people experiencing care and their representatives regarding the quality of support provided. This feedback was used to inform and update the service improvement plan, ensuring it reflected the priorities identified by those using the service. Staff contributed to the development of the plan through dedicated meetings, and progress was routinely discussed at team meetings, with management taking forward the agreed actions.

**This area for improvement has been 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 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

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