

Home Instead North Lanarkshire & Glasgow East Support Service

The Muirfield Centre
1a South Muirhead Road
Cumbernauld
GLASGOW
G67 1AX

Telephone: 01236807800

Type of inspection:
Unannounced

Completed on:
27 February 2026

Service provided by:
Lanarkshire Homecare Ltd

Service provider number:
SP2023000146

Service no:
CS2023000226

About the service

Home Instead North Lanarkshire & Glasgow East provides support to people living in their own homes in North Lanarkshire and eastern parts of Glasgow as well as some areas around Falkirk. It operates from an office base in Cumbernauld.

The support and care provided to people depends on their individual needs and preferences. These are agreed in discussions with people requiring their support and their families if relevant.

Care and support can include housework, personal care, support with medications and nutrition. The service also provides companionship and socialisation for people to engage people in activities in their homes and in the community.

At the time of our inspection, the service supported 40 people.

About the inspection

This was an unannounced inspection which took place on 23, 24 and 27 February 2026 between 09:30am and 6pm. The inspection was carried out by an 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 seven people using the service and four of their families.
- nine people completed our electronic survey
- spoke with nine staff and management
- two staff members completed our electronic survey
- reviewed documents

At our previous inspection we made an area for improvement on the service's improvement plan. This has not been met. For further information see 'What the service has done to meet any areas for improvement we made at or since the last inspection' later in this report.

Key messages

- People experienced consistent care from staff who knew them and their support needs.
- People's support requirements were regularly assessed to ensure best outcomes.
- people and their families valued the caring, competent approach of the service and staff
- Staff were appropriately trained and well supported by management
- A previous area for improvement on the service improvement plan was not met
- The service should ensure staff are knowledgeable and competent regarding child protection.

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.

Home Instead North Lanarkshire and Glasgow East made effort to get to know potential new clients before agreeing to support them. This involved meeting with the individual and their representatives to look at the kind of support they require and how best this could be provided. Part of that process looks at which care staff would best suit the individual based on training, experience and availability.

Regular contact with people and families, through phone calls or visits, was made by supervisory staff to check how things are going and agree any changes. This was in addition to six-monthly reviews which care services are required to carry out. This approach ensures care and support is centred on the individual and is adjusted, when necessary, to achieve the best outcomes for people.

When people required support with medicines this was provided by appropriately trained staff. For some people, this involved simply prompting them at the correct times; for others, because of physical difficulties or cognitive challenges, staff would administer the correct medication, in the correct doses at the right time. Staff were required to clearly record this and the service had processes in place to audit these records to ensure support was delivered as planned. This helped people to get the intended benefits from prescribed medications, including for some people, pain relief.

We saw and heard examples of staff ensuring people's wellbeing was monitored and promoted to help them remain health. For example, observing people's skin condition and applying prescribed creams to avoid skin breakdown. We also heard how care staff had noticed unexplained weight loss and encouraged people to contact health services who provided the necessary assistance and information to avoid poor health outcomes.

The service supported people being active in their lives. For people having socialisation support this could involve visits to cafes, homes of families or friends and outings to exhibitions and museums. We also heard examples of people being encouraged to walk round their gardens or local areas when staff had completed all other supports and weather permitted. This approach supported good physical and mental health outcomes for people.

People supported by Home Instead and their families were very positive about the service and the staff. Comments we received included:

"The don't just care for me, they care about me."

"Passionate, care and desire to do the right thing to benefit the individual."

"Would recommend to others in similar situations without a doubt."

"Genuine, caring staff."

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 service had a comprehensive training plan in place for staff. This included training for all staff on areas like assisting people to move safely, assisting with medicines and infection control. For clients with conditions like Parkinson's, motor neurone disease or requiring support with catheter or continence additional training was provided to their staff. Care staff told us they were confident that management would respond positively to any request for training they felt they would benefit from. This ensured people were supported by a workforce who were knowledgeable, competent and able to help them get the most out of life.

Adult protection training, aimed at staff being alert to vulnerable people being exploited was part of the training programme and interviews with staff reassured us they were confident about reporting any concerns. At our last inspection management had agreed to include child protection in staff training. Because of recent changes of management in the last year this was not addressed. We will monitor progress on this at future inspections.

Direct observations of staff practice or 'spot checks' took place. These included how people were supported when moving and support with medication. Supervision took place on a regular basis and staff told us management were supportive and easily contactable. Staff told us they viewed these activities as relevant and helpful in their work as care professionals. The service also scheduled 'touch points' with staff. Supervisory staff would make contact with staff members, usually by phone but sometimes face-to-face and have brief conversations on how well they were and whether the service could offer any assistance or advice. Staff said this added to their view of the service valuing them and looking after them.

Staff enjoyed working with Home Instead. They mentioned how the service matches them, based on their training and expertise, with new clients but also reviews these arrangements quickly to ensure things are working out as planned. Some staff made positive comments about the service's electronic care app. They found it useful in providing up to date information on their clients. For instance, hospital appointments requiring a change in visit times.

Staff were satisfied that they were given sufficient time to spend with people and provide the supports required. If additional time was required, for example, someone being unwell, staff were confident about raising this with management who would respond positively.

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 review its service development plan to ensure it includes, where appropriate, named individuals responsible for actions, clear timescales for achievement and periodic progress statements.

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

I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19).

This area for improvement was made on 20 January 2025.

Action taken since then

The service has an improvement plan for December 2025 – December 2026. This makes clear the standards the service believes it is currently achieving. It does not detail actions to be taken to improve or sustain standards or have clear timescales or progress statements. **Area for Improvement not met.**

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?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very 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.