

## Call-In Homecare - South Lanarkshire Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
12 March 2026

**Service provided by:**  
Call-In Homecare Ltd

**Service provider number:**  
SP2004007104

**Service no:**  
CS2023000326

## About the service

Call-In Homecare South Lanarkshire provides care and support to people living in their own homes within the South Lanarkshire area. Support provided depends on the care needs of the individual. It can include housework, all aspects of personal care and supporting people to take part in social activities.

At the time of our inspection, the service supported 178 people.

The service operates from offices in the Cumbernauld area.

The provider is Call-In Homecare Ltd.

The provider describes its principle aim as follows:

"The services' primary aim is to support people who use our services to live independently and with dignity, by providing an excellent quality of care that is tailored to their individual needs."

## About the inspection

This was an unannounced inspection which took place on 10, 11 and 12 March 2026 between 09:30 and 5pm. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about the 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 six people using the service and eight family members
- reviewed twenty-two survey returns from people using the service
- spoke with 12 staff and management
- heard from two social work professionals familiar with the service
- reviewed documents.

At our previous inspection, in March 2025, we made an Area for Improvement on six-monthly reviews of care and support. We are satisfied this has been met. For additional information, see "What the service has done to meet any areas for improvement we made at or since the last inspection."

## Key messages

- people supported by the service were very satisfied with their care
- families were confident their relatives were well looked after
- staff were appropriately trained and well supported
- support plans required work to make them person-centred
- a previous area for improvement on reviews had been met.

## 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?	4 - 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?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Call-In Homecare South Lanarkshire was highly regarded by people receiving support. Most told us they had regular staff whom they knew and who had got to know their support needs, preferences and routines. A few did not have regular staff all the time but said they were satisfied with the staff providing cover in terms of how they went about their work. All staff were regarded as polite and respectful. People had confidence in how they were assisted in areas like support with medicines, moving safely and personal care. This approach meant people were assisted to achieve outcomes important to them through having consistent care from skilled, competent staff.

We visited the homes of six people supported by the service and saw care staff at work in some of them. We saw staff taking time to offer people choices on how they wanted to be supported, for instance, when to have lunch and what to have, help to move to different part of the house. People said staff stayed for as long as it took to provide what was required.

Comments from people supported by the service included:

"I now have this care company and they are all lovely and know their job well I feel safe, heard and looked after they are like my friends."

"Fabulous! Call-in Homecare covers are the best ones I have ever had."

Families were satisfied with the care given to their loved ones by the service. They reported the service was flexible and changed visit times, for example, for medical appointments. Comments from families included:

"I know she feels safe with her carers that she knows. I have witnessed them working with her and they are wonderful."

"Stay for a long as it takes. Would recommend."

"Take time, brilliant with her. Never had any doubt about them."

Social work services contracted the service to provide support to some individuals. They told us the service communicated well and was committed to improving the lives of people.

Support plans provide information about the person supported including their background, family network, work history, interests and preferences as well as what they need support with. The plans also provide important guidance to care staff on how people should be supported. We found some very good examples of support plans achieving this. Others had missing details or parts that were inaccurate. The service was aware of these variations and, before our inspection, had implemented a system to evaluate plans, identify gaps, note any improvement required and achieve a consistent standard in the plans. This will make the plans accurate, up-to-date and tailored to the individual's needs and aspirations. We will evaluate progress on this at future inspections.

Review of care plans were taking place no less than six-monthly. Records confirmed these took place more often when required, for instance, for someone returning from hospitals.

## 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.

Overall, staff enjoyed working with Call-In Homecare South Lanarkshire. They said management were approachable and supportive. They appreciated having their birthdays and length of service recognised by the service as well as acknowledging staff supporting people to achieve positive outcomes. They were confident they would be listened to when raising any issues concerning the people they cared for including how long visits were or suggestions for how support should be delivered.

A comprehensive training programme was in place for staff including delivering personal care and moving people safely. There were high compliance rates across all training.

Supervision took place on a regular planned basis providing staff and management opportunities to discuss people supported and staff development needs. 'Spot checks' or direct observations of staff practice took place. This included how people were supported with washing, dressing, moving positions as well as support with medication.

Records viewed by the inspection team confirmed training, supervision and direct observation was planned for all care staff. Staff told us training was relevant to the work they did, and they benefitted from supervision and direct observations especially feedback on how well they performed and areas for improvement. This ensured people were supported by care staff who were properly resourced to help people get the best out of life.

We were satisfied from speaking to people supported, families and staff that, overall, there were sufficient staff to provide the required supports to people. An exception to this was when staff were absent at short notice, for instance sickness. At these times, the service including its out of hours service would attempt to identify replacement staff and notify people of changes.

## 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 improve its system of care reviews to ensure these happen no less than six-monthly. Reviews should include updating of risk assessments. Risk assessments should specify, where possible, how risk of harm to people supported and/or staff can be reduced or eliminated.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'I am fully involved in developing and reviewing my personal plan, which is always available to me.'

**This area for improvement was made on 25 March 2025.**

### Action taken since then

The service improved its review processes. There is a system in place scheduling reviews on a six-monthly basis, with evidence provided of some occurring more frequently due to changed circumstances. Risk assessments are reassessed at the time of reviews with details of risks and actions to take to reduce these.

**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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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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