

# Home Instead East Lothian and Midlothian Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
18 March 2026

**Service provided by:**  
Lothian Homecare Ltd

**Service provider number:**  
SP2023000349

**Service no:**  
CS2024000061

## About the service

The service provides care at home to adults in East Lothian, Midlothian and the Scottish Borders with its office based at Musselburgh, East Lothian. The service was registered with the Care Inspectorate on 20 February 2024 and is a franchise of the Home Instead group. The provider of the service is Lothian Homecare Ltd. At the time of the inspection the service offered care and support to 28 people.

## About the inspection

This inspection took place on 10 and 11 March 2026 after 24 hours notice to the service. The inspection was conducted by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service, this included previous inspection findings, information submitted by the service and intelligence gathered.

We evaluated how well people's health and wellbeing was supported as well as the quality of staffing.

To inform our evaluation we:

- spoke with four supported people and four relatives and received eight questionnaires
- spoke with five staff and three managers
- spoke with one professional working with the service
- observed how well care staff supported people
- visited the office to see how it was run
- reviewed documents and electronic records.

**Key messages**

- People were very satisfied with the quality of the care and support received.
- Staff interacted warmly and respectfully with people.
- People experienced a consistent staff team who knew them well.
- The planning of the support visits was organised and significantly late or missed visits were not an issue.
- Staff were well supported and had competency observations and supervision meetings.

**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 evaluated the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

Staff interacted warmly and respectfully with people and knew their history, routines and preferences. People did not feel rushed by staff when being supported. People were supported to communicate in a way that was right for them, at their own pace. There was an inclusive approach for people who needed financial support. This meant people could build trusting relationships at the service.

People experiencing care said:

"It is a two-way thing and the personal relationship is basic to the success and I think we hit it off pretty well."

"The food is very good, the way they present the food, and their company is very good too, stimulating."

Relatives' comments included:

"The service has been invaluable to us as a family and allowed Dad to stay at home and do his own things."

"We are very happy with it and it gives me a break and we are very pleased with what they are providing and the people they are providing."

"We are very pleased with the care my wife is receiving and she is very comfortable with the carer and the support she receives."

Care and support were carried out in a dignified way with personal preferences respected. People were supported and cared for sensitively by staff who effectively responded to any signs of deterioration in their health and wellbeing. People were asked what they wanted to eat and meal preparation was competent. We observed and people told us that staff used gloves and aprons appropriately. Staff cleaned and tidied up after themselves. Medication administration was organised and had regular audits by management which ensured that people experienced safe and effective medication. Six monthly reviews (as required by legislation) were taking place with people experiencing care and their relatives. This ensured that everyone had the opportunity for their views to be heard.

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

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the staff support.

Staff recruitment processes were thorough. Staff reported good support available from their managers. There were regular quality checks by management about observing staff competence in people's homes. Staff meetings were taking place though needed to take place more regularly to assist with effective communication. Staff had regular face-to-face supervision regarding their performance and development. This ensured people experienced good quality care and support based on relevant guidance and best practice.

The planning of the support visits was organised and significantly late or missed visits were not an issue. Electronic access to the daily care notes and real time information regarding visiting care staff was available to improve communication with supported people and relatives. However, people were not being told, in writing, the visit times and how long they were.

Staffing arrangements worked well with no agency staff being used, therefore people experienced a consistent care team. The service's policy of providing visits of 60 minutes or more meant that care staff had more time to provide support with compassion and engage in meaningful conversations. This ensured people benefited from a warm atmosphere because there are good working relationships.

People experiencing care said:

"First class carer; really helped me."

"They arrive on time okay; I know who is coming in, I get the same people too."

Relatives' comments included:

"Mum has no criticism of them, their attitude is fine, always ready to help and oblige."

"They do everything asked of them and are not rushing her."

**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
1.1 People experience compassion, dignity and respect	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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