

McSence Care at Home Service Support Service

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Unannounced

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Service provided by:
McSence Communication Ltd a
company limited by guarantee

Service provider number:
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CS2013321311

About the service

McSence Care at Home Service is a registered provider of support for older adults and individuals with physical and/or cognitive care needs who wish to remain in their own homes and communities.

The service operates across Midlothian, Edinburgh, and the Scottish Borders, offering personalised assistance designed to promote independence, safety, and wellbeing.

The organisation's head office is located in Dalkeith.

At the time of inspection McSence provided a service to 464 people.

About the inspection

This was an unannounced inspection which took place on 21 and 22 April 2026. The inspection was carried out by three 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 or had correspondence with 64 people using the service and 12 of their relatives or friends
- spoke with or had correspondence with 33 staff and management
- observed practice and daily life
- reviewed documents
- had correspondence with visiting professionals

Key messages

- People consistently told us they experienced warm, compassionate, and respectful care and support.
- People emphasised the benefits of continuity, and seeing the same small group of carers helped build trust, rapport, and confidence.
- The service demonstrated effective quality assurance, strong leadership oversight, and a commitment to continuous improvement.
- Staff were committed to delivering high quality support.

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 leadership?	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 made an evaluation of very good for this key question. The care and support provided led to consistently positive outcomes for people's health and wellbeing, enabling people to live well in their own homes.

People consistently told us they experienced warm, compassionate, and respectful care and support. They described staff as friendly, supportive, and knowledgeable, and said carers took time to get to know them as individuals. People felt staff understood what mattered to them and provided unhurried, person centred support which upheld their dignity and promoted their independence.

Relatives also reported very positive experiences. They valued the flexibility shown by staff, particularly when people's health needs changed from day to day, and highlighted the trusting and respectful relationships which had developed. Families described the service as reliable, caring, and professional, with good communication which helped them feel informed and reassured. They told us they felt confident their loved ones were treated with kindness and respect.

People emphasised the benefits of continuity, and seeing the same small group of carers helped build trust, rapport, and confidence. This consistency enabled staff to anticipate needs sensitively while still offering choice and supporting people to remain in control of their care. Several individuals described how the support they received enabled them to remain at home, return home from hospital, or work towards regaining mobility, which had a positive impact on their wellbeing.

Where concerns were raised, these mainly related to communication and expectations around visit times. A small number of people expressed frustration when expectations of fixed times did not align with agreed care windows. However, people told us they felt listened to and the service took appropriate action when issues were brought to their attention.

Overall, feedback from people and their families demonstrated the service delivered compassionate, person centred care which promoted dignity, respect, and positive outcomes. Positive experiences significantly outweighed concerns, and there was clear evidence of meaningful relationships, sensitive support, and a strong focus on what mattered to each person.

Care plans were clear, person centred, and proportionate to each individual's assessed needs. They provided detailed information on health conditions, personal preferences, routines, and required levels of support across mobility, personal care, continence, medication, and communication. Risks such as falls, pressure damage, and fluctuating conditions were identified, with associated care tasks clearly outlined to support safe and consistent delivery.

Rota evidence showed strong continuity and reliability, with visits delivered consistently and by a stable core team. Current staffing patterns supported safe moving and handling, familiarity with individuals' needs, and early recognition of changes in presentation. Visit durations and timings aligned with commissioned tasks, which enabled staff to complete care safely and without rushing.

How good is our leadership?**5 - Very Good**

We made an evaluation of very good for this key question. The management team demonstrated major strengths in supporting positive outcomes for people.

The service demonstrated effective quality assurance processes supported by confident and knowledgeable leadership. The transition to the One Touch electronic system had been successfully completed and was fully embedded. This had strengthened oversight across rotas, care planning, medication, audits, and recruitment. Staff reported the system had improved efficiency and freed up time to focus on quality and direct support.

Real time monitoring through electronic tagging had enhanced the service's ability to identify lateness or concerns promptly. This enabled swift responses and supported continuous improvement.

Management oversight of complaints was robust. The manager demonstrated clear understanding of each complaint and provided confident, detailed updates. Either the manager or another team member had personally followed up with individuals involved.

The service demonstrated effective management of some complex support and worked collaboratively with multidisciplinary partners to ensure concerns were identified, shared, and addressed.

One professional had highlighted a delay in receiving essential documentation; however, we found communication with external professionals was generally strong. Correspondence demonstrated proactive, coordinated, and multidisciplinary working, with managers advocating for both supported people and staff.

Accident and incident reporting was generally clear and well structured. Examples reviewed showed good timelines, actions taken, and follow up. Some reports would benefit from more detailed environmental checks, injury assessment, and documentation of emotional impact. We reminded the manager, incidents which were near misses or had the potential for harm should be reported in line with Care Inspectorate notification guidance.

Reflective practice was embedded within the management team. Regular meetings included dedicated time to consider professionalism, conduct, and leadership behaviours. This promoted a culture of continuous improvement and set positive expectations for the wider staff group.

Feedback from staff and professionals described a supportive management team, strong leadership presence, and a culture where staff felt valued and the needs of people experiencing care and support remain central. Complaints were addressed promptly and respectfully, and compliments were shared to recognise staff contributions.

Overall, the service demonstrated effective quality assurance, strong leadership oversight, and a commitment to continuous improvement.

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. The staff team demonstrated major strengths in supporting positive outcomes for people.

Recruitment processes were well structured and demonstrated strong adherence to safer recruitment guidance. Recruitment files showed good levels of compliance and provided clear evidence of safe and defensible decision making.

Staff received a comprehensive programme of training. A full week of face-to-face induction covered mandatory topics in depth, with strong engagement observed. Service specific training was delivered and trainers worked collaboratively with management to identify learning needs at an early stage. Staff competency observations were in place, and one to one support was available where required. Training records were well maintained, with an up to date compliance spreadsheet in place. Staff reported training was informative, regularly refreshed, and delivered to a high standard.

Supervision was taking place regularly; however, improvements were required to ensure all supervisors held the appropriate registration. The service acknowledged this and confirmed registration processes were underway for relevant staff.

Staff reported feeling cared for, well trained, listened to, and motivated. This positive culture contributed directly to good experiences for people receiving care and support and their families. Professionals also noted, "despite challenging conditions, staff remained committed to delivering high quality support."

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good

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