

Scotia Homecare Solutions Limited

Housing Support Service

The E-Centre
Cooperage Way, Business Village, Cooperage Way
Alloa
FK10 3LP

Telephone: 07799414119

Type of inspection:
Unannounced

Completed on:
6 October 2025

Service provided by:
Scotia Homecare Solutions Limited

Service provider number:
SP2020013589

Service no:
CS2025000270

About the service

Scotia Homecare Solutions Limited is a care at home service with its main office base in Alloa. It provides a support service to adults with physical needs in their own homes and in the community. The service operates across Stirling, Forth Valley, Inverclyde areas, Kincardine and Renfrewshire.

The service registered with the Care Inspectorate on 9 February 2021. The provider is Scotia Homecare Solutions Ltd.

At the time of our inspection the service supported 88 people.

About the inspection

This was an unannounced inspection which took place on 30 September, 1, 2 and 6 October 2025. One inspector carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

In making our evaluations of the service we:

- spoke with 22 people using the service and their relatives.
- spoke with several staff members and management.
- observed practice and interaction with service users.
- reviewed documents.

Key messages

- People were very happy with the service they received
- People found communication with the service to be good and staff to be kind and compassionate.
- People found the service to be very reliable and that their care was the main focus of people's attention.
- Staff were very positive about working for the service and the service they provided.
- Care planning was person centred and outcome focused.

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
How well is our care and support planned?	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

In this part of the inspection report we considered the following quality indicator:

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support.

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People were involved in the planning and delivery of their care. People were positive about the service and said that they were happy with the service they received. People found the service reliable and that staff arrived when they were supposed to. People were supported by a core group of staff who were introduced to them before they started working with them. Rotas showed a good level of staff consistency. We did see one person who was receiving less than their allocated time and discussed this with the service during feedback. This meant people felt at ease because they were greeted warmly by people, they introduced themselves and people could build a trusting relationship with staff supporting and caring for them in a way that they both felt comfortable with. One person told us "the carers are absolutely wonderful. If it wasn't for them I would really struggle" and another said "I thought they were excellent. They really kept in touch with me regarding my dad, anything that was happening with him. They were so kind and really had empathy, it really makes a difference."

The service had good oversight of people's health and wellbeing needs. People's care plans gave a good overview of their health needs and where they needed staff to support them, with independence being promoted within people's capabilities. This helped to keep people active and to maintain their skills. The service supported people in a variety of ways which supported them to continue to live comfortably in their homes. This included assisting people to bathe in a way that was comfortable for them, to eat and drink well, to take their medication safely and to have their continence needs met. The service asked people how they liked these things to be done and respected their choices and preferences. There was a strong focus on dignity and respect. People's dependency level and the amount of support they needed was clear. Risk was assessed in order to keep people and staff safe. People's care routines were clear for staff to follow. This meant that people's care and support was consistent and stable because people worked together well.

The service had good links with external professionals and referred onwards to them issues which were outwith the remit of the service. One person told us "Clients & families always report their positive experiences and appreciation for such a great service & care. Care is planned to meet the needs of the clients. Where possible the service will make every attempt to offer flexibility when needed. Clients and family have good access to the team to allow ongoing discussion or review of their care needs", whilst another said "Any concerns that may have been raised by families has been followed up promptly and resolved by the service in a professional manner. I have never had to raise any concerns or complaints with the service. I have total confidence in the service leadership and their team as a whole. The whole team are approachable, professional and very personable, nothing is ever a problem for them."

The service used a compassion framework to measure staff communication, practice and values in action. They used this to promote the principles of compassionate care and high standards of care delivery consistently throughout the service. The service collated this information quarterly and could analyse the information further to identify improvements if required.

Staff paid attention to people's safety in their homes and how they liked their immediate environment to be. Staff wore PPE as appropriate in order to prevent the spread of avoidable infection. Staff made sure people were comfortable, that all was well and asked if there was anything else they could do before leaving. Accident and incident records showed that staff took appropriate actions to ensure people's safety and wellbeing. One person said "The staff, every one of them, go beyond for my Mum, even the male staff that I thought my mum would struggle with. She wouldn't want anyone else and trusts them. The staff know my mum well and do anything for her, they are really sweet with her. They go beyond their job role." Staff were trained in Adult Support and Protection and raised issues as appropriate with the relevant agencies. This meant that people were protected from harm by people who had a clear understanding of their responsibilities.

How good is our staff team?

5 - Very Good

In this part of the inspection report we considered the following quality indicator:

Quality Indicator 3.3: Staffing arrangements are right and staff work well together

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People were very positive about the staff supporting them and felt that people were reliable, could be depended on and had a good manner about them. One person said "Care staff are prompt and considerate to my mum's needs. And at times go beyond their times just to make sure things are ok particularly with the getting up and tuck in components."

People were supported by a core staff team. Staff were rotated enough so that people became familiar with them including introducing additional staff in order that people felt comfortable when regular staff were absent. This meant people felt comfortable when receiving their service because they were supported by staff who knew them. Staff had access to a wide range of training related to the needs of people they were supporting, including client specific training where this was required to meet people's needs well.

Staff were very positive about working for the service. They praised the culture of the service as being very welcoming and supportive of its staff. Staff received an induction that meant they were confident in carrying out their role. Training was good and staff were encouraged to ask questions and take charge of their own learning. Staff were introduced to the people they would be supporting during induction and shadowed more experienced members of staff. This meant they were confident in how to best support people before working alone. The service used their compassion assessment as a way of monitoring staff practice and ensuring staff complied with the code of conduct. This was further underpinned by using the 'Above and Beyond' folder to highlight compassionate and empathetic responses amongst the staff team.

Communication within the service was very good. There were good systems in place via which staff could access guidance and support while carrying out their role day-to-day. Staff said team work was good and staff felt part of a larger whole. Staff were encouraged to reflect on their learning and how their training in practice impacted upon the people they supported. The service had recently begun holding small team meetings, called "Short Sessions" in order to give staff a further opportunity to focus on particular issues in further depth and to share good practice with their colleagues.

All of the senior team worked in the field regularly. This meant they worked directly with service users too. This made management more accessible both to staff on the ground and to people using the service.

The service are currently developing a framework to evidence trauma informed practice. We will see how this has progressed at our next inspection.

How well is our care and support planned?

5 - Very Good

In this part of the inspection report we considered the following quality indicator:

Quality Indicator: 5.1. Assessment and personal planning reflects people's outcomes and wishes

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People told us they were involved in the planning and development of their care. The service aimed to meet with the person planning on using their service individually and to obtain information from them and those important to them regarding their needs and preferences. This information was then used to form their care plan. The service were using an electronic platform, but people had an individual copy of their care plan within their home.

A critical information page informed staff how to support the person safely. This included any known vulnerabilities or areas where they were at particularly high risk and other pertinent information. This supported staff to respond appropriately and provide effective care. This meant that people were fully involved in assessing their emotional, psychological, social and physical needs at an early stage, regularly and when their needs changed.

Care plans seen were person centred and outcome focused. They encapsulated people's needs well and instructions regarding how staff should support them was very clear. They contained a good level of detail which was individual to the person. Care plans made clear what people did themselves and what family or other residents of the home did. This meant the support provided by the service was clearly defined. Daily recording related to the care plan and was factual and respectful.

Care plans made clear what equipment people needed to move safely and this was written into their care routine with staff ensuring the safety of equipment before using it. People's home environments were taken into account including any adaptations they had to their home that impacted on their care. This promoted people's independence in line with their personal capabilities and helped ensure people's support was right for them because it set out how their needs would be met as well as their wishes and choices.

The service reviewed people's care after six weeks to check that outcomes and needs were being satisfactorily met, then six month reviews were held following this. We saw some examples of care plans being updated with no corresponding record of review attached. The purpose of the review is to evidence that people were being involved in discussions around changes that need to take place related to their care and we discussed this with the service at feedback.

The service had very good processes in place to audit and quality assure their care planning system to ensure its fitness for purpose. This meant that people benefitted from a culture of continuous improvement with the organisation having robust and transparent quality assurance processes.

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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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