

# Scotia Homecare Solutions Limited Support Service

SCOTIA HOMECARE SOLUTIONS LIMITED  
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**Type of inspection:**  
Unannounced

**Completed on:**  
8 March 2024

**Service provided by:**  
Scotia Homecare Solutions Limited

**Service provider number:**  
SP2020013589

**Service no:**  
CS2020381302

## 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. People received support ranging between 15-minute to around 90-minute visits, depending on the individual's assessed needs and wishes.

## About the inspection

This was a unannounced inspection which took place with visits to the service and to people's homes on 4 and 5 March 2024. We followed this up by reviewing documents and speaking with people on 6 and 7 March. We gave formal feedback to the owner and managers of the service on 8 March 2024.

The inspection was carried out by two inspectors from the Care Inspectorate. The inspection was supported by an inspection volunteer who made telephone calls to people receiving support and to family members of people receiving support.

To prepare for the inspection we reviewed information about the service. This included registration information, previous inspection findings, and information submitted to us by the service.

In making our evaluations of the service we:

- spoke at length with the owner, director, and registered manager of the service
- spoke with other managers, trainers, office staff and carers
- shadowed staff as they visited 13 people in their own homes
- spoke on the phone with a further five people and seven relatives
- received feedback from three external professionals who work with the service
- sampled support plans and a variety of other documents and recordings
- looked at quality assurance systems
- looked at recruitment, induction, and training in the service

**Key messages**

- The service was led well.
- Leaders and staff we spoke with demonstrated very good values.
- People experienced support with compassion, dignity, and respect.
- The service was performing at a very good level in terms of supporting people's wellbeing.
- Quality assurance and improvement functions were very good.
- The frequency of reviews needed to improve.

**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

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 overall evaluation of very good for this key question as there were major strengths in supporting positive outcomes for people. There were few areas for improvement.

People experienced very good support. Compassion, dignity, and respect was promoted throughout the service. We generally received very good feedback from people and their families. People told us the care and support they received had improved their quality of life. Some comments included:

"They are so polite and nice."

"They don't rush and always have time to speak to me."

"I am more than happy."

"They have a great balance between being respectful and uplifting."

"My [parent] feels so comfortable with them."

"They genuinely care and show true compassion to my [parent]."

Staff provided personalised support to each individual. This benefited their wellbeing and enhanced their day-to-day life. Staff at every level displayed very good values and a true commitment to people. Staff demonstrated very good knowledge and insight about people's needs and wishes. During our visits to people's homes, we observed that staff really knew people and showed a genuine interest in them. One family member commented that staff "had really good knowledge, and a nice way of sharing it."

Most people we spoke with stated they were supported by a consistent staff team. Some people stated that staff did change from time to time. We discussed this with leaders and were confident they were doing everything they could to ensure consistency of staffing.

People were enabled to get the most out of life in a manner that was appropriate to their needs and wishes. We observed the positive impact the support had on people, both in supporting good health and wellbeing outcomes, and overcoming social isolation. Staff demonstrated compassion when supporting people with frailties associated with age or health conditions. Staff had also supported people receiving palliative and end of life care. Leaders had plans in place to source additional training in this area. This will further enhance the very good support people were receiving. We will check progress with this training at our next inspection.

Leaders and staff provided opportunities for people to maintain or develop their independence. Staff were observed to provide enough support to enable people to safely carry out an activity, while not providing too much assistance when it was not necessary or appropriate. This meant people got the right support at the right time.

Leaders and staff worked in a creative and flexible manner to support people's independence. Examples of this included ensuring people were able to safely get to health appointments. There were several examples of leaders and staff responding quickly to situations arising, over and above the agreed support package. These acts helped ensure the ethos of getting the most out of life was central to the care and support people experienced.

People benefitted from a range of opportunities that promoted their health and wellbeing. There were several strong examples of improved health outcomes for people because of their support. People reflected to us that their health and wellbeing had been enhanced since being supported by Scotia Homecare Solutions. A family member told us, "They are very vigilant," and another stated, "They give me lots of advice about contacting the district nurse. They let me know right away if they have any concerns."

Staff supported people to maintain a good food and fluid intake. They promoted nutritious meals as much as they could within the limits of the service. We heard about plans to have a stronger focus on nutrition. We will check progress in this area at our next inspection.

Most of the feedback from people and their family members was very positive. There were some isolated occasions where feedback was less positive. We raised this with leaders in the service and were reassured that they took immediate action to address these concerns. We were also reassured that they were already aware of some concerns and were actively seeking a change to a person's support package to overcome these issues.

We evaluated that some concerns may have been brought to light earlier if formal reviews were taking place at least every six months. We received mixed feedback from people about the frequency of reviews and records we checked reflected this. We discussed this with leaders during the inspection. They immediately put an action plan in place to address it. This should also act as a mechanism to ensure key documentation, including care plans and risk assessments, are updated within the correct timescales. We were satisfied by this action but will check progress at our next inspection to ensure practice has improved.

## How good is our leadership?

## 5 - Very Good

We made an overall evaluation of very good for this key question as there were major strengths in supporting positive outcomes for people. There were few areas for improvement.

There was good evidence of people being supported to identify and achieve their personal goals and outcomes. This included health goals, along with promoting and maintaining independence. This approach flowed through every aspect of support, including when people were only supported for a short time each day. There were also very good support mechanisms in place to support people during periods where there was a decline in their health. Leaders took a flexible approach and endeavoured to adapt support as and when needed. We also received very good feedback from external professionals who worked with the service.

Leaders in the service promoted responsibility and accountability within the larger staff team. The owner, registered manager and senior staff all had their own quality improvement responsibilities. These fed into an overall service improvement plan which was used to drive quality and outcomes for people. Staff performance was monitored through a regular managerial presence in people's homes. Leaders had also introduced a 'compassion document' to measure the dignity, compassion and respect staff showed people. This had the potential to be an excellent tool for supporting improvement. We will check how this is being used at our next inspection.

All the staff we spoke with felt well supported by their managers. One member of staff said, "They are so good to people using the service and to staff." Another carer stated, "I am very proud to wear the Scotia Homecare uniform." People and family members were also generally happy with leadership. Everyone we spoke with knew the owner and managers of the service.

Staff demonstrated an understanding of their responsibilities to protect people from harm, neglect, abuse, bullying and exploitation. We were confident that if staff identified concerns, the service would respond quickly and appropriately to maintain people's safety. Staff all completed a course on abuse which was supplemented by face-to-face training on Adult Support and Protection.

The quality assurance activities taking place were generally very good and identified both areas of strength as well as those areas where some development was needed. Leaders used a 'lessons learned' document which helped ensure they reflected on any mistakes and made changes where necessary to prevent a recurrence.

New staff were inducted into the service in a well-planned way, where they shadowed senior staff and well-established staff before providing direct support to people. This helped ensure high standards of care and support were maintained.

## 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
1.2 People get the most out of life	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

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