

Professional Carers Support Service

Professional Carers
Unit 3B
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South Queensferry
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Telephone: 0131 319 1968

Type of inspection:
Unannounced

Completed on:
18 July 2025

Service provided by:
Professional Carers (Wirral) Ltd

Service provider number:
SP2015012481

Service no:
CS2015336898

About the service

Professional Carers is registered to provide a care at home service to adults living in their own homes in the North West Edinburgh locality. Although registered to provide for a range of different needs the service predominantly provided care and support to older people. At the time of inspection 77 were being supported.

About the inspection

This was an unannounced which took place between 9 and 18 July 2025. The inspection was carried out by one inspector 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
- intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 12 people using the service
- spoke with 10 family members
- looked at 13 electronic feedback forms completed by people using the service/relatives
- looked at 24 electronic questionnaires completed by staff
- looked at feedback from an involved professional
- spoke with 14 staff and management
- observed staff practice
- reviewed documents

Key messages

- People experienced a high quality of care and support from carers who knew them well.
- Newer staff were being well supported in their learning and development and their practice was being regularly monitored.
- People's personal plans detailed their needs and preferences well and were regularly reviewed.
- Management were approachable and responsive when any issues were raised with them about the quality of care people experienced.
- Some people had recently experienced a number of changes to their support staff and would like more continuity in their care.
- People's staffing arrangements were well organised and they could access their rotas in advance.

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 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.

People supported and their relatives valued the staff they had built relationships with. The majority of feedback about the quality of care and support was very positive. People told us that staff were alert and responsive when their needs changed and that some staff went way beyond the call of duty to make sure they were safe and well. People's support was regularly reviewed and a review tracker helped the service keep on top of this. Field supervisors monitored the quality of people's support and competency checks and observations of staff practice were used to regularly monitor people's quality of care and support. An involved professional commented: 'I have had positive experiences working with Professional Carers and feel confident in the long-term care and support that they provide to service users. They have open, effective communication with my service, promoting individuals' long-term goals.' This meant that people could be assured that their care and support needs were being regularly reviewed and monitored and their care provider communicated effectively with other agencies.

Comments included: 'All of my staff are just wonderful- each and everyone one of them - treat me with such dignity and respect and are always offering me choices and check how I like things done, even the new ones. I have had a lot of changes but they are all lovely and I am so happy with the service.', 'I feel very blessed having this company supporting me.', 'They deserve the title professional in their name - the care for my relative has been exemplary - they really do care.' and 'Just a fantastic service. Any concerns or issues I know I can contact them - so approachable and not defensive - want to make things right when anything not as it should be.' When any concerns or issues arose the management team addressed these promptly and contacted people and their relatives to find resolutions and make adjustments to people's care arrangements. This meant that people could be assured that their care provider was committed to promoting person centred practice and including people and their relatives in planning their support.

Medication was well managed and regularly audited and when people's capacity to manage their medication changed appropriate assessments were organised and support plans adapted accordingly. Where any errors occurred these were thoroughly investigated and additional staff training and competency checks were put in place. Accidents, incidents and complaints were being recorded, monitored and dealt with effectively. This meant people could be assured that their care provider was promoting their safety and wellbeing and had effective systems in place to quality assure their support.

Staff were trained in adult support and protection and were clear about reporting any issues of concern to their line management as well as whistleblowing procedures should they have any concerns about any member of staff's practice. The provider followed their policies and procedures and reported any concerns to the relevant professional bodies. Infection control and prevention was well organised and staff were observed to follow safe infection control practices. Infection control practice was regularly monitored and staff were advised of any improvements needed when any shortfalls were identified. This meant that people could be assured that their staff received suitable training and support and had the necessary resources to promote people's safety and wellbeing.

How good is our staff team?

5 - Very Good

We found significant strengths regarding the staffing of the service and how this supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

Strong recruitment processes were in place to reduce the risk to people experiencing care and support. Staff were supported to register with the Scottish Social Services Council (SSSC) and the provider maintained an overview of staff's registration with professional bodies. Staff were supported to undertake professional qualifications to maintain their SSSC registration. Induction processes ensured that staff were regularly assessed to make sure they were appropriately trained to begin providing effective care and support to people. There was some feedback to suggest that some less experienced staff would benefit from more extensive shadowing experience to build their confidence particularly when supporting people with more complex care needs. Additional training, competency checks and observations of practice were put in place if any staff needed further development and guidance. This meant that people could be assured that there were robust systems for monitoring and supporting staff in their learning and development.

Staff completed training that was relevant to their roles with additional training being organised. This included training that was specific to understanding the needs of people being supported and cared for. Staff told us the training they received helped them to carry out their work effectively and that management were responsive when they requested additional training to help them support people well. For example, some staff had received more in depth dementia training which we heard had been really beneficial to them in understanding stressed behaviours and gained a better insight into what people they supported may be experiencing. Further training in dementia was being planned for the full staff team. Training records were maintained and identified when any refresher training was due. This included practical training in moving and handling and medication management. Overall people experienced care and support from well trained staff who were knowledgeable about their health related issues but there had been a number of changes to some people's staffing arrangements. A person commented that although they had only just met their member of staff that they felt completely at ease when receiving personal care because of their personable and reassuring approach. Some people expressed that there had been too many different staff coming to support them recently and that they would like more stability and continuity in their staffing arrangements. Others expressed that though they had different staff that they were all very kind, caring and respectful. The provider was aware of the impact of recent staff shortages to some people's continuity of care and also on staff who were doing additional shifts to support service delivery. There had been a recent successful staff recruitment drive and the management team were increasing the pool of regular bank staff to cover staff absences.

Staff spoke positively about their work and told us they experienced strong support from their leaders. Comments included: 'It is a fantastic company to work for. I have worked for other companies and this is by far the best. We all communicate well and the training is very good.', 'The team at brilliant - we are all one big family who are focussed on getting the best for the people we support. The managers and office team are excellent and responsive to any issues we have.' 'I love my work with people I support but feel that things have been very stretched recently so sometimes hard to get a proper break. I think some of the less experienced staff could do with more shadowing visits particularly when they are supporting people with complex needs.' and 'It has been quite pressurised recently but we have a really good team and are very well supported and can phone the office at any time.' This meant that people could be assured that their staff worked well together and were well supported by the management team.

The provider had an electronic planning system for organising people's support visits and we heard that management were flexible when people requested changes to the times of their support. This system supported identifying the times when staff were visiting people and alerted coordinators if a visit hadn't

taken place within the agreed time slots. People and their relatives appreciated being able to access their support plans and rotas electronically and the provider organised for paper copy rotas when requested.

A relative commented: ' It puts my mind at rest knowing my relative is in such good hands - the app is great, especially when I am away - I can check in to the system and check all the care notes.' A few people commented that they would prefer paper copy rotas and some didn't access the electronic system. Management were responsive to this feedback and had contacted them to check their preferences as to how they wanted to access their staffing arrangements. This meant people could be assured that those organising their support were responsive and made any necessary adjustments so people could know their staffing arrangements in advance.

There was a dedicated pool of coordinators who communicated effectively in planning and monitoring visits as well as field supervisors who supported staff and maintained contact with people supported and their relatives. There was system in place for monitoring the frequency of staff supervision and appraisal and any outstanding supervision meetings were being arranged. The registered manager was now back in post after a period of leave and the interim manager was now in the depute manager role bringing increased stability to management and leadership arrangements. This meant that people could be assured that their staffing arrangements were being regularly reviewed and monitored and there was strong leadership of the service.

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

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