

The Good Care Group Scotland Limited Support Service

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Type of inspection:
Announced (short notice)

Completed on:
28 May 2025

Service provided by:	Service provider number:
The Good Care Group Scotland Limited	SP2011011730

Service no:
CS2018364008

About the service

The Good Care Group Scotland Ltd, is a care at home service, providing live in carers for people with a range of care needs living in their own homes, across Scotland.

The Provider, The Good Care Group Scotland Ltd is a national private care provider, with an office base in the Newbridge area of Edinburgh.

The service has been registered by the Care Inspectorate since 31 July 2018.

About the inspection

This was an announced (Short notice) which took place between 20 and 27 May 2025. The inspection was carried out by an 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 and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with four people using the service and one of their family
- Spoke with 10 staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

- People were very happy with their care and support
- Staff described being supported well by the management
- Quality assurance processes were robust and supported improvement
- Staff were well matched with people
- Personal plan were detailed ad supported staff to support people well

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
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

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.

We observed warm, compassionate and friendly interaction between people and staff. Positive relationships had been developed, with staff having a very good rapport with people. This supported people to feel comfortable with the support in their own home.

People were supported to live their lives in the way that they wished to, with some people being supported to go on holiday, take regular trips and take part in physical activity wherever possible. People were also supported to maintain friendships and relationship with family. Staff described being focused on supporting people to get the most out of life. This clearly had a positive impact on people's health and wellbeing.

People's health and wellbeing was a priority for staff, who had made good connections with local specialist healthcare services and GP practices.

Information about people's health, wellbeing, medical conditions and medication were recorded well within the person's personal plan. This helped staff to be up to date and informed of people's conditions. Staff were aware of when people's health or care needs were changing and took their role of advocating for people seriously, especially when they were unwell. One person commented about their carer, "she'll fight my corner". This meant that people were receiving person centred care and support that benefitted their health and wellbeing.

Electronic medication recording systems were used well by the staff team. This system was audited regularly by the management team. This ensured that people's medication was managed well, with the right level of support for people.

People described enjoying the food and drink prepared by staff. People were encouraged to eat well with healthier options offered. One person described how their staff had supported them to make positive changes to their diet and the impact that had on their health. With another person commenting "I'm well fed and well looked after".

How good is our leadership?

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.

The service used a wide range of quality assurance processes to ensure a consistently high standard of detailed information and practice. This included monitoring of staff training, staff supervisions, risk assessments, medication audits, infection prevention and control audits, along with regular audits of incidents and accidents. These processes ensured that people could be confident that their service was being monitored very well by the management team.

Complaints, incidents and accidents were investigated quickly and thoroughly. With action plans developed to mitigate future events happening wherever possible. This meant that people could be confident that concerns were treated seriously and action taken to avoid them recurring.

Practice observations were completed by managers, which ensured that staff practice was appropriate and in keeping with their training and the needs of people experiencing care. Feedback from observations was helpful and ensured that staff understood how they could improve their knowledge and skills.

Staff supervisions and appraisals were focused on the skills, knowledge and values of the staff. Ensuring that the member of staff's own wellbeing was a significant area for discussion. Staff described this and the availability of managers as being helpful and supportive.

Improvement was clearly a focus for the service, and organisation as a whole. Staff were surveyed annually, with outcomes and actions planned communicated well after the event.

The service was part of a development plan for the organisation, which focused on what was working well and what needed to improve. We discussed with the managers how this could be developed further to focus on the outcomes for people using the service.

How good is our staff team?

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.

Staffing arrangements were managed well, with staff matched with people based on their likes, preferences and skills required by the staff. Shift patterns were based on the preferences of the member of staff and their personal circumstances.

Some staff appeared to work lengthy shift patterns, most of whom had daily breaks. Some staff commented that at times they were required to be very flexible, particularly if staffing levels were impacted by absences and the changes needs of people experiencing care. We discussed with the manager the negative impact this could have on staff. The manager agreed to assess the impact on staff wellbeing. We will follow this up at our next inspection.

Communication between staff appeared to be good and wellbeing of staff is supported via their community page and the support of their Care Manager. Staff described feeling that colleagues were supportive and flexible. One member of staff commented "it's really positive, it's a small team and we get along well". This showed that people could be confident that staff worked well together.

Staff had opportunities within the staff group development sessions, to express any issues or experiences they wished to share. These were clearly listened to, with action plans developed.

All staff and clients were very complimentary about the management team. Commenting that they were approachable, kind, and supportive. One member of staff commented about communication from the management team "they call you up and as if you need anything". This meant that people could be assured that staff were being supported well by the management team.

How well is our care and support planned?

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.

Personal plans were very detailed and gave some background and understanding of the person's wishes for the service.

Information was written in an easy to digest format which was concise and person centred. Manager's regularly audited personal plans to ensure that information was correct and that reviews were happening regularly.

This ensured that people's care and support was consistent, as information was up to date and in keeping with people's needs.

The electronic personal plan system included all the information required by staff to support people well. Including their medication and medical conditions. Risk assessments were completed to ensure that people were receiving the right level of care and support.

Staff recorded daily, all aspects of the person's support, which senior staff monitored to gain an overview of the person's health and wellbeing. This ensured that people were receiving the right level of care and support, based on their needs as these changed.

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
3.3 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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