

Avenue Care Services Falkirk Support Service

Avenue Care Services
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Telephone: 01324430575

Type of inspection:
Announced (short notice)

Completed on:
12 June 2025

Service provided by:
Avenue Care Services Ltd

Service provider number:
SP2018013172

Service no:
CS2024000046

About the service

Avenue Care Services Falkirk, the service provides a care at home service to people living in the Falkirk area. The service operates from an office in Aberuthven.

The service registered with the Care Inspectorate on 7 February 2024.

The service vision is to:

"specialises in providing bespoke care packages for adults of all ages who want to live independently in their own homes with the right amount of support, with who have the skills and competence to help improve the lives of all our service users, including healthy adults. Our service users may find that they need assistance with tasks such as housekeeping, meal preparation and more."

At the time of inspection the service was supporting around 98 people in their homes.

About the inspection

This was an announced short notice inspection which took place on 9 June and 10 June 2025. The inspection was carried out by two 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 and received feedback from 26 people using the service and six of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Staff were caring, engaging and respectful with people
- Everyone who received the service and their relatives told us that communication from carers and the management team was very good
- The service had worked hard and we saw improvements in medication management
- Staff spoke positively of their work and told us they were proud to work in the service
- The manager worked hard to support staff's wellbeing, and promote a sense of team work.

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.

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

During our inspection staff were caring, engaging and respectful with people. We saw very good personalised care and support being provided. One person told us "Avenue Care have given me my life back. The staff are amazing.", whilst another told us "Avenue Care provide an excellent service. The care staff are friendly and always carry out their duties to a very high standard."

People were supported by small, consistent staff teams which supported meaningful relationships being established. One person told us "All the carers look after me well and everyone is nice", whilst another told us "every carer that has come into our house has been very polite, has taken the time to listen to me when I talk about my health condition. Carers are dedicated to their work and I must give them utmost praise in what they do."

Everyone who received the service and their relatives told us that communication from carers and the management team was very good. Staff knew what was expected of them to meet people's care needs and people felt staff were well trained and knowledgeable. The management team had good links with local health and social care professionals and liaised with them promptly when any concerns were identified.

Care plans we sampled were person centred, outcomes focused and reflected people's care and support needs. This informed staff on the best way to support people.

The service had worked hard and we saw improvements had been made since the last inspection where a area for improvement was made in relation to medication management. (See section outstanding areas for improvements). People should be confident that medication policy and practices are well managed to ensure their health and wellbeing benefits. There was a clear medication policy and procedure in place and staff practice we observed was safe in the managing and recording of medication being administered.

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.

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

Staff we observed appeared to be clear within their role and what was expected of them during visits. All of the staff we spoke with told us they loved their job, working with people and demonstrated good values. Staff delivered support with kindness and a genuine want to care. They interacted well with people, building trusting relationships and people told us that staff supporting them were compassionate and respectful. Staff were flexible and worked well together to benefit people using the service.

Staff completed training that was relevant to their roles. This included training that was specific to understanding the needs of people being supported and cared for. All staff spoke highly about the induction process they had completed. The management team was described as very approachable and supportive. Training records were kept which evidenced that training was up-to-date. People experienced care and support from well trained staff who were knowledgeable about their care needs.

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in supporting and caring for people. Staff spoke positively of their work and told us they were proud to work in the service. This demonstrated a commitment to both the service and the people they were supporting and caring for. Arrangements for the one-to-one supervision of staff were in place.

The manager worked hard to support staff's wellbeing, and promote a sense of team work, this was done through regular team meetings and team building events. Which made team working positive.

Many people were supported by a small, consistent staff team, who knew them well. Planning of support visits were effectively co-ordinated.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support people to keep well and safe, the provider should ensure that all medication being administered, is recorded following best practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24)

This area for improvement was made on 14 July 2024.

Action taken since then

People could be assured that medication administration was given following best practice. Staff had appropriate training and the service had systems in place to ensure safe and effective administration and recording of medication. This supported people to keep well and safe.

Therefore this area for improvement has been Met.

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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