

1st Homecare Dumfries Housing Support Service

Unit 20
Heathhall Business Centre
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Dumfries
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Telephone: 01387 245 400

Type of inspection:
Unannounced

Completed on:
18 June 2025

Service provided by:
1st Homecare Ltd

Service provider number:
SP2005007703

Service no:
CS2015340105

About the service

1st Homecare Dumfries is registered to provide a care at home and housing support service to adults and older people with physical/sensory disabilities, learning disabilities, memory impairment/dementia, mental health issues, brain injury and those with complex social or health needs in their own homes and the wider community. The provider is 1st Homecare Ltd.

At the time of the inspection, 52 adults were being supported by the service. Individual support ranged from 15 minutes to three hours per week. Support is delivered by one staff team and is provided within people's own homes living in Dumfries, Heathhall, Locharbriggs, Collin, Lincluden, Lochside and Glencaple.

The registered manager and staff teamwork from the main office base in Heathhall, Dumfries. The manager is responsible for coordinating the overall running of the service. A support co-ordinator helps to manage staff who provide direct support to people.

About the inspection

This was an unannounced inspection which took place on 16, 17 and 18 June 2025 between 09:30 and 17:30. 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 and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with eight people using the service and two relatives
- spoke with staff and members of the management team
- received 25 completed questionnaires (this includes all types)
- observed practice and daily life
- visited 8 people in their own home
- reviewed documentation
- obtained feedback from stakeholders.

Key messages

- Staff developed meaningful relationships with people based on warmth, respect and compassion.
- People felt valued as individuals and were confident in how the service responded to their needs.
- Families reported being happy with the care and support their loved ones received.
- Staffing levels were very good, and people's care and support benefited from consistent staff teams.

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 experienced very good health and wellbeing outcomes as a result of their care and support. Staff interactions with people experiencing care and support were warm, encouraging and focussed on promoting people's independence. Staff were respectful when they spoke about the people they were supporting and showed patience in their interactions.

People's wellbeing benefitted from being treated with compassion, dignity and respect. Staff were focussed on achieving the best possible outcomes for the people they were supporting and caring for. Care was delivered at a pace suitable for each person. People were regularly supported by the same members of staff who spent time getting to know people. This meant that trusting relationships were formed between people and the staff who supported and cared for them.

Feedback was positive about the quality of care and support people received. Comments included "I look forward to visits and gives me a good start to the day, the staff know how to have a laugh and a joke which cheers me up." and "The communication is great, and I'm always kept updated." Relatives' comments included "I know my mum is in good hands with all the carers." and "The service cares about the clients, they go above and beyond to help."

People's health benefitted from regular engagement with other health services. People were in touch with social workers, GPs, and a wide range of other specialists. The health professionals we spoke with commented favourably about their working relationships with the service. This multi-agency approach helped people keep well and ensured their health needs were being met and regularly reviewed.

We saw staff supporting people with physical activity during their visits, this had been assessed and part of people's 'CAPA' (Care about Physical Activity) plans. People experienced very good wellbeing outcomes due to being involved in regular activities.

Medication systems were very good. Staff had received training in the administration of medication which helped them gain confidence in their practice. Audits related to the administration of medication regularly took place. We were confident that people's medication needs were being regularly reviewed and monitored.

Personal plans were effective with a very good level of detail. This guided staff on how best to support people. Plans were underpinned by good quality risk assessments which were meaningful and specific to each person being supported. Quality assurance visits took place regularly in people's homes. This helped ensure that the support and care being offered was meeting people's needs.

Accidents, incidents and complaints were being recorded, monitored and dealt with effectively. This helped the service remain responsive to change. People's support was regularly reviewed, and a review tracker helped the service keep on top of this. People found their support reviews meaningful.

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.

The staff team were valued by people experiencing care. We observed kind and caring interactions between staff and people, and saw laughter, encouragement and inclusion being supported. Some comments we received included: "I am very happy with the care I receive; everyone is really nice." and "The staff from 1st Homecare are excellent and are very good at their job." Relatives we spoke with said "If I have any issues or need to change things the care company are very accommodating. They treat my mum with dignity and respect which is all you want for your loved ones." This assured us that the staff team were caring and considerate in their practice.

People's services were commissioned by social work services. The level of support commissioned was based upon an assessment of people's care and support needs. Where people's needs changed or increased, the provider liaised with social workers to address any gaps. This was to ensure people's health, safety and wellbeing.

Staff had regular group and one-to-one meetings to discuss their practice and wellbeing. A range of forums and surveys gave staff an opportunity to influence service development which gave them a sense of inclusion. This culture enhanced staff performance and outcomes for people.

The service aimed to employ staff with the right values to support people and protect them from harm and had a range of policies and procedures to help promote this. We reviewed how safely staff had been recruited and found that best practice had been followed with all relevant checks completed. Staff were provided with a good level of induction when they started to provide them with enough knowledge to support people safely.

The service's approach to staffing arrangements and development had resulted in a skilled workforce. Staff had a strong understanding of people's needs and wishes, had developed positive rapport with people, and were highly motivated to enhance their life experiences. There was positive morale across the service and staff told us they felt supported in their role.

People using the service, their representatives and professionals were confident that staff had the skills, knowledge and training to provide consistent, safe and effective care and support.

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

The provider should ensure quality assurance checks include informing people experiencing care about their staffing arrangements and staff rota's. The provider should consider more user-friendly information to ensure people have a greater understanding of who is supporting them.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state, 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

People received a weekly rota which was delivered to them at home. People valued knowing what staff member would be supporting them in advance of visits.

This area for improvement had been met.

This area for improvement was made on 13 June 2023.

Action taken since then

People received a weekly rota which was delivered to them at home. People valued knowing what staff member would be supporting them in advance of visits.

This area for improvement had been met.

Previous area for improvement 2

To ensure people's health benefits from safe infection prevention and control practice, the provider should review the correct use of Personal Protective Equipment in keeping with national guidance. Competency checks should be updated to reflect best practice.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "My environment is secure and safe". (HSCS 5.17)

This area for improvement was made on 13 June 2023.

Action taken since then

Infection Prevention Control training had been completed by staff. Observations of practice had been carried out and staff were aware of the most up to date guidance.

This area for improvement had 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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