

Extended Personal Care Limited Housing Support Service

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Unannounced

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Service provided by:
Extended Personal Care Limited

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Service no:
CS2010237376

About the service

Extended Personal Care Limited provide a care at home and housing support service and aim to deliver a comprehensive range of high quality, person focused care services, delivered by a team of skilled health and social care professionals. They offer a flexible focused approach to planning care and support for people and their families.

The service operates from an office base in Lennoxtown and delivers care within the East Dunbartonshire and Falkirk local authority areas. At the time of inspection, there were 39 people using the service.

About the inspection

This was an unannounced inspection which took place on 29, 30 May and 1 June. 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 six people using the service and three of their family members.
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

Key messages

Person centred care is one of the services key strengths.
The service benefits from a stable and consistent staff group.
Support for health and wellbeing is proactive.
There is strong communication between staff, management and families.
Management strongly advocate with commissioning services for longer visits, where required.

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
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 made an evaluation of very good for this key question as we found significant strengths in how people's health and wellbeing were supported.

Carers were familiar with people's health conditions and paid close attention to any changes in people's presentation. If someone showed signs of illness or their condition got worse, staff recorded these concerns and took action. There was evidence of strong communication with families when people's conditions changed, demonstrating that families were actively involved in decision making. Carers arranged medical intervention when this was needed.

The proactive approach of carers meant people got help sooner, reducing the risk of their condition becoming more serious.

People were supported emotionally and socially. Carers took time to chat and show interest in people's hobbies and interests. Some people enjoyed a friendly chat, while others liked talking about football or local news. Because carers knew people well, it helped people feel included and respected, making visits feel personal rather than just routine care. One person enjoyed talking about the football team that he supported and was able to build a good relationship with a carer who shared his interest.

Support was tailored to respect individual preferences where scheduling allowed. One person told us that her support times were adjusted to allow her daughter to support her at lunchtimes, while carers continued morning and evening support.

People's wishes to remain independent were supported. For example, people were supported to manage their medication or to prepare meals. This meant that the service ensured that people could maintain routines that mattered to them. One person commented, "The staff are brilliant. It's a great service and works well for me. The lassies are really accommodating."

Support with eating and drinking was tailored to people's needs. Some people required reminders to drink enough water, while others needed help preparing meals. Staff made sure people's dietary needs were met, helping them stay healthy and comfortable. One person told us that they appreciated that carers made an effort to present food attractively, which she felt helped with her appetite.

The service maintained effective links with other professionals involved with people's care. For example there was strong communication with the local authority home care teams who commissioned the service. This meant that people's changing needs were promptly communicated when support required to be adjusted.

How good is our staff team?**5 - Very Good**

We evaluated this key question as very good, because we found significant strengths in team work. Staff worked well together and were reliable, ensuring people received stable and consistent support.

Most people saw the same carers regularly, which helped them feel comfortable. People highlighted the reliability of staff and expressed appreciation of the consistency of carers. Having familiar staff meant people could trust their carers, knowing they understood their routines and preferences.

Staff helped each other when needed, covering shifts to make sure no visits were missed. If someone's needs changed suddenly, staff schedules were adjusted to ensure they got the right support. This meant people never had gaps in their care, even when unexpected situations arose.

Carers received regular training to keep their skills up to date. They learned how to provide personal care and support with medication as well as receiving support with communication skills so they could provide effective support. This helped people feel confident that their carers were well trained and understood how to assist them properly.

A minority of staff found digital record-keeping difficult and time consuming. This sometimes took time away from engaging with people. Leaders have responded to this by providing additional support for staff who are not confident with recording notes digitally. This should ensure that all carers are able to spend the majority of their time engaging with people during visits.

Staff morale was reinforced through recognition initiatives, including monthly awards and informal gestures like flowers. Staff described the management team as responsive in listening to their concerns and addressing issues promptly. This meant that people were supported by staff who were confident and motivated to provide person centred care.

How well is our care and support planned?**5 - Very Good**

We evaluated this key question as very good, because we found significant strengths in care planning. Planning was personalised, making sure people's choices and needs were fully considered.

Care plans were detailed and designed to support each person's independence. If someone wanted to manage their own meals or medication, their plan reflected this, ensuring carers only helped when necessary. This enabling approach was balanced by thorough risk assessment ensuring that people kept safe and comfortable. This meant people kept control over their daily lives, while still receiving the right level of care.

Families were involved in making care plans work. Care planning was flexible and visits from carers accommodated times when families were visiting and providing support, for example with meal preparation.

Care plans were person centred and outcome focused. There was strong focus on promoting independence which was balanced by thorough risk assessment.

Plans included information on people's interests. For example, some people enjoyed listening to music or reading, or followed a football team. Carers encouraged these activities. This helped people stay engaged with their hobbies, making their day more fulfilling.

The service was in the process of moving all care plans to a digital recording system. People using the service and their families will have full access to these. This will ensure that individuals and their family members can review their care arrangements at any time and ensure people remain informed about their care.

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 service should review their medication records audits to simplify the process and make it easier to evidence good practice or missed medication.

This is to ensure 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)

This area for improvement was made on 1 September 2023.

Action taken since then

This area for improvement has been met.

Audits have been streamlined and it is now easier to evidence good practice or missed medication. For example, the audits have identified that carers had been unable to record medication outcomes digitally on occasions when visit times changed. This issue has now been resolved.

Previous area for improvement 2

The service should complete, or have scheduled, training for staff involved with direct care or assessments in terms of dementia training to skilled level.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 1 September 2023.

Action taken since then

This area for improvement has been met.

All staff have completed dementia training to a skilled level. The training has covered key areas such as understanding the behaviour of adults with dementia and identifying common issues; improving diet; the importance of routine, communication and coping with challenging behaviour.

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
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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