

Castle Care 24/7 Housing Support Service

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Type of inspection:
Announced

Completed on:
23 June 2025

Service provided by:
Castle Care 24/7 Ltd

Service provider number:
SP2023000208

Service no:
CS2023000321

About the service

Castle Care 24/7 is a care at home and housing support service, providing care to people living in their own homes. The service is relatively new and registered with the Care Inspectorate in October 2023. The provider of the service is Castle Care 24/7 Ltd.

The service is provided by a small care team consisting of the business owner and one occasional worker. Although registered to provide a full care at home service, the service currently provides a service consisting of companionship and housekeeping care.

This was the first inspection of the service. At the time of the inspection, the service was providing care to 1 person.

About the inspection

This was a full inspection which took place from 17 June 2025 to 19 June 2025. A site visit to the service office took place on 17 June 2025. We observed people being cared for in their homes on 18 June 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 registration information, information submitted by the service and intelligence gathered since the service commenced.

In making our evaluations of the service we:

- spoke with one person using the service and one family member
- spoke with two members of staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People's health and wellbeing needs and outcomes were being met.
- Staff were skilled in building caring relationships with people.
- Personal plans were respectful and guided staff to meet people's need and wishes.
- People experiencing care and their families expressed satisfaction with the service.
- Due to the size of the service, we were unable to fully evaluate the service against the standards we would expect to see regarding leadership and staffing.

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?	4 - Good
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People experienced good health and wellbeing outcomes as a result of their care. Staff interactions with people experiencing care were warm, reassuring and focussed on promoting people's independence. Care was delivered at a pace appropriate to each person experiencing care. People were comfortable because they were being supported by staff who knew them well.

Staff treated people with dignity and respect and were focussed on achieving the best outcomes for the people they were caring for. Staff knew people's life history which helped create conversation. This meant that trusting relationships were formed between people and the staff who cared for them.

Care was mostly delivered by the owner of the business with one further staff member occasionally providing cover. This meant that people and their families were familiar with the carers coming into their homes. Families told us that level of familiarity benefitted their loved ones. One relative commented:

"I've been impressed with (staff's) attention to detail. (They have) been meticulous. (They) think through things carefully and it's always about what's best for (my relative)".

The current package of care in place consisted mainly of companionship and housekeeping care. However, the service had a medication policy in place to help support future packages where medication was required to be administered. The service also had a strong Adult Support and Protection policy in place. This helped ensure that staff were aware of how to keep people safe from harm.

Staff had developed genuinely caring relationships with the people they were caring for and their family members. Communication systems had been developed which meant that family members were regularly updated regarding the care of their loved ones. Relatives spoke highly of the way staff carried out their work. One family member told us:

"(Staff have) been very professional. (They've) gone out of (their) way to understand (my relative's) needs and (have) also suggested some things for (them)".

How good is our leadership?

3 - Adequate

Due to the size of the service, evidence was not available during the inspection to fully assess leadership within the service. As a result, we have evaluated the service as adequate under this key question.

As the service consisted of one four hour care package, primarily being delivered by one person, quality assurance processes had not yet been implemented. We discussed with the business owner the range of quality assurance measures we would expect to be in place as the service grows. We advised that creating a structure for quality assurance measures at this stage would be worthwhile.

We will make a full assessment under this key question during the next inspection of the service.

How good is our staff team?**3 - Adequate**

Due to the size of the service, evidence was not available during the inspection to fully assess staffing arrangements within the service. As a result, we have evaluated the service as adequate under this key question.

The service consisted of one four hour care package, primarily being delivered by one person. Therefore, there were no staffing arrangements or team-working processes to evaluate. We discussed with the service the areas we would generally look at under this key question and pointed to best-practice in this area.

We will make a full assessment under this key question during the next inspection of the service.

How well is our care and support planned?**4 - Good**

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Personal plans contained comprehensive information. Guidance was available for staff to follow to ensure people's needs were being met. People's preferences for how care should be delivered were clearly noted in plans. Where risks were identified, assessments had been carried out to ensure risks were reduced. This helped ensure that people remained safe.

Staff were knowledgeable about people's daily routines noted in their personal plans and adhered to them. People's goals and objectives were clearly noted. Contacts for relevant health professionals and family members were noted in plans. This meant that people could be quickly contacted when issues arose.

There was a clear effort to maintain people's independence evident in personal plans. Instructions for staff were very clear in showing what people could do for themselves and where support from staff was required. This helped ensure that people were supported to remain as independent as possible.

The service had care agreements in place and family members confirmed they had been involved in creating agreements and personal plans for their loved ones. Relatives spoke positively of personal planning processes and how this led to good outcomes for people. One relative told us:

"(staff) took a lot of time to make sure (they) understood (my relative). (They) took a note on (my relative's) interests and background to help with that".

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	3 - Adequate
2.2 Quality assurance and improvement is led well	3 - Adequate
How good is our staff team?	3 - Adequate
3.3 Staffing arrangements are right and staff work well together	3 - Adequate
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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