

# Constance Care North Lanarkshire and East Renfrewshire Housing Support Service

Constance Care  
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MOTHERWELL  
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**Type of inspection:**  
Unannounced

**Completed on:**  
12 June 2025

**Service provided by:**  
Constance Care Limited

**Service provider number:**  
SP2003002276

**Service no:**  
CS2019377617

## About the service

Constance Care North Lanarkshire and East Renfrewshire is a service based in Motherwell, providing care at home support to people living in their own homes in these two areas.

The service provides assistance to people with a range of support needs. These are mainly older adults, but younger adults are also supported.

The provider is Constance Care Limited. Constance Care Limited's aims are to:

- Assist people to remain in their own home;
- Assist people to attain maximum independence;
- Provide appropriate support to people when solicited;
- Accept people's right to individuality;
- Ensure delivery of quality care appropriate to need; and
- Assist the carer in caring for their relatives.

## About the inspection

This was an unannounced inspection which took place on 9, 10 and 11 June 2025. The inspection was carried out by three 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 14 people using the service and seven members of their families
- Spoke with seven staff and management
- Contacted three health and social care professionals familiar with the service
- Reviewed documents
- Communicated with three care professionals familiar with the service

## Key messages

- People supported by the service were supported by staff who they knew and who were familiar with their needs and preferences
- The service support plans provide useful information to staff on how best to provide support
- People are regularly contacted to ensure they are getting the best out of life and to identify any changes that might be required
- Staff enjoyed their work and were committed to giving quality care
- Staff are appropriately trained and feel well supported by management

## 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.

Support plans are important in providing information about what things people need support with and how they want to be supported. Overall, we found support plans gave enough detail to guide staff in helping people achieve positive outcomes in life. We found a few had unnecessary information which would distract attention from key details. Others would have benefitted from some additional detail on health conditions and how they affect the individual. The provider has agreed to look at these areas.

At our previous inspection in September 2023, we had some concerns that people were not always provided with access to their support plans. During this inspection, people and their families confirmed they had access to their plans. For most, this meant a printed copy in their homes. Others choose to use the service's online app. We are satisfied that the Area for Improvement made at the last inspection has been fully met. See 'What the service has done to meet any areas for improvement we made at or since the last inspection.'

People told us they looked forward to staff visiting and benefitted not just from the support provided but enjoying the company of the staff who took time to chat and listen to them. Some examples of comments we got from people and families included:

'They don't just listen to me, they hear me.'

'Very patient and respectful.'

'They know what they're coming in to do.'

'I feel listened too and the manager comes out and listens to my preferences.'

Care professionals told us that the service treated the people they support kindly and listened to their views. They saw the service as having a positive approach to joint working to improve outcomes for people.

People receiving support from care services should have their support reviewed no less than every six months. Constance Care North Lanarkshire and East Renfrewshire went beyond this and contacted users or their families, when appropriate, every three months. This contact encouraged people to discuss what was working well and what should be changed. This helped ensure people were getting the supports that matched their current needs and preferences, tailored to the individual and their specific assessed needs.

**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.

People experiencing care told us they were very happy with the staff who supported them. This was mostly by a familiar and established team. They told us that any changes to these arrangements were usually made known to them.

From reviewing records and interviewing staff, we were satisfied that they were appropriately trained in all relevant areas. Staff were able to explain their responsibilities in key areas like protecting vulnerable adults and reducing the risk of infection to people by following good practice in handwashing and infection control measures.

Staff told us that, overall, they had enough time to provide the necessary supports to people. Supervision was provided to individual staff members on a regular basis and team meetings were beginning to be organised. Staff told us they valued these and found them relevant to their work.

The service undertook observations of practice or 'spot checks' of staff. This involved supervisory staff being at people's homes at times when staff were due to attend. These observations were not made known to staff in advance. They allowed supervisors to look at how staff engaged with people and carried out things like personal care and support with medications. Staff told us they appreciated these observations and valued the feedback they got.

Generally, we found the staffing levels to be sufficient to meet the needs of people. There appeared to be no issues in terms of staffing levels or staff shortages. When staff were delayed, perhaps because they were dealing with emergencies, people told us they were contacted and told how long they might have to wait or advised about alternative arrangements made to support them.

## **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 that people are provided with up-to-date copies of their support plans.

People should be offered the choice of what format they receive their care plans.

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

'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17)

This area for improvement was made on 21 September 2023.

## Action taken since then

People and families told us they had access to up-to-date copies of support plans. They also said they were happy with the choice provided of either printed hard copies or access to the online application. The service had processes in place to ensure people were offered access to support plans. **Area for improvement met.**

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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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