

SP Social Care Limited Support Service

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Type of inspection:
Announced (short notice)

Completed on:
22 July 2025

Service provided by:
SP Social Care Limited

Service provider number:
SP2020013592

Service no:
CS2020381366

About the service

SP Social Care provide personalised care and support to people who live in their own homes and in the community.

The service operated in line with key principles outlined in Scotland's Health and Social Care Standards.

SP Social Care staff are well trained and skilled in the areas they operate.

Support was provided in a way that helped empower individuals to reach their potential by supporting them in their own accommodation and to enable them to positively plan for the future.

"We will strive to ensure equity of opportunity for all, whilst acknowledging diversity of need."

About the inspection

This was a full inspection which took place between 10-17 July 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 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 the person experiencing care and a family representative.
- We also spoke with four staff and management.
- Observed practice and daily life.
- Reviewed documents.

Key messages

- Support was person-led, with a focus on promoting independent living and essential health and wellbeing.
- Staff worked in closer partnership with the people experiencing care.
- Staff and management were appropriately skilled and registered with the Scottish Social Services Council.

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 evaluated the provider's performance across this key question as very good. Positive outcomes significantly outweighed any areas for development.

There was a high level of satisfaction with the support provided. We heard, "staff are very good, we get on well and they are always polite and respectful in the way they work with me."

The focus of support was wide ranging and holistic. Staff helped people take medication as per prescriber's instruction and supported them to attend appointments with health services. This helped maintain essential health and wellbeing and ensured they understood key messages arising from discussion with involved professionals.

It was evident that staff worked in close partnership with people experiencing care, with a particular emphasis on support that helped maintain their independent living skills. This focus on partnership and retaining skills of everyday living was important, "I feel listened to and able to direct my support in a way that suits me."

In addition, staff enabled people to express their social and recreational interests, with an emphasis on engaging in cultural and artistic activities associated with their passions and hobbies.

Support extended to facilitating holidays and enabling contact with family members. This was a vital element in promoting positive wellbeing. We heard, "I always look forward to holidays. Seeing family and having time away from home means a lot to me."

Family representatives were pleased with the support provided. They advised they were always kept up-to-date with key events and told us they were confident their loved one benefited from a very good standard of care.

How good is our staff team?

5 - Very Good

We evaluated the provider's performance across this key question as very good. Positive outcomes significantly outweighed any areas for development.

Staff consistently identified practice values which reflected the service provider's key aims and objectives, as well as core values outlined in the Health and Social Care Standards. This awareness helped ensure care was provided on a person-led basis, with a strong emphasis on promoting independence, choice and respect.

We observed staff interactions with people experiencing care. Staff were skilled and able to put their values into practice. They clearly knew people well, listened to them and engaged with appropriate warmth and good humour. It was evident staff are a considerable asset to the service, playing a key role in facilitating positive support outcomes.

All staff had all undertaken training relevant to the work undertaken. This helped ensure support provided was based on relevant skills and current best practice.

Staff were able to share their insights and discuss care reflectively, via team meetings and individual supervision sessions. A daily handover helped the exchange of up-to-date information relevant to the people they provided support to.

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

Service reviews and reviews of personal plans should be undertaken at a minimum of six monthly intervals. This will offer opportunity for key stakeholders to evaluate the outcomes arising from support.

Health and Social Care Standards, My support-my life.

4.6 'I can be meaningfully involved in how the organisations that support and care for me work and develop.'

4.7 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership.'

4.8 'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve.'

This area for improvement was made on 5 May 2023.

Action taken since then

Service reviews were convened at a minimum of six monthly intervals. There was an evaluative focus to them, with opportunities for people to appraise the quality of care and support provided.

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
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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