

## Plus Homecare Ltd Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
17 June 2025

**Service provided by:**  
Plus Homecare Ltd

**Service provider number:**  
SP2016012657

**Service no:**  
CS2016344702

## About the service

Plus Homecare Ltd is registered to provide a care at home service to adults and older people with physical, sensory or cognitive impairments in their own homes and in the wider community. The provider is Plus Homecare Ltd.

The service aims to provide personal care and domestic services to people in their own homes.

The registered manager co-ordinates the overall running of the service with support from an assistant manager and two coordinators, who work on shift as well as having additional duties. The business owner is also actively involved in the management of the service.

At the time of the inspection, the service was supporting 29 people within the East Renfrewshire local authority area.

## About the inspection

This was an unannounced inspection which took place between 11 June 2025 and 17 June 2025 between 0800 and 1700. One inspector carried out the inspection. 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 nine people using the service and seven of their family.
- Spoke with eight staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Reviewed completed online surveys from; eight people using the service and six from staff.

## Key messages

- People were supported by a skilled and stable staff team, this ensured continuity of care.
- People were supported to live safely and independently at home.
- Staff were very good at developing meaningful relationships with people.
- Personal plans fully reflected people's wishes.

## 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 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.

We observed kind, compassionate and positive interactions between people and staff during our visits to people using the service. People were supported by a stable staff team who knew their needs and wishes well and who treated people with respect. A person told us "The carers do what I want, I can't say there is one better than the other, they are all very helpful". These meaningful relationships contributed to very good outcomes for people.

Records showed staff were attentive to people's changing health needs and promptly shared concerns with the appropriate individuals. Relatives praised the service's communication, expressing confidence that staff would report any issues. A relative told us "Staff pass on any health concerns in relation to my relative". Staff also confirmed they were proactive in contacting the office about health changes, ensuring timely action to keep people safe and well.

Medication was effectively managed, and people were supported to take the right medication at the right time. Personal plans clearly highlighted the level of support each person required with their medication. This meant staff knew what support to offer on an individual basis to help keep people safe and well.

People with specific dietary needs were well supported, with clear documentation guiding staff in helping individuals make appropriate choices. Plans from health professionals were followed. Support during mealtimes was delivered in a calm and dignified manner, with staff using effective communication throughout. We observed meals being served well presented with good attention to detail. A family told us "There has been nice interactions whilst staff have been supporting with diet and fluids". This ensured people had relaxed mealtime experiences.

Every individual being supported in the service had a personal plan. Personal plans gave very good information about people's needs and preferences. Staff had clear and effective guidance, on how to support people effectively, considering and overcoming any potential risk. This meant people could be confident their support was right for them.

The service listened to the views of people and families through satisfaction surveys and holding reviews. The office staff demonstrated warm and friendly communication with individuals and their families, fostering trust and openness. People told us they felt comfortable reaching out at any time, knowing their concerns would be addressed promptly and effectively. This demonstrated the inclusive nature of the service.

## 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 management team placed importance on staff wellbeing. Staff were motivated and clear about their roles. Staff told us "We all get on well". There was an open culture within the service which promoted a safe and supportive environment. Staff told us they felt valued, and we observed staff working well together.

People could be confident staff were safely recruited in line with national guidance. New staff had a thorough interview, with all pre-employment checks carried out prior to staff commencing in post. There was a comprehensive induction programme, to prepare new staff for their role. Staff who were relocating to Scotland had an enhanced induction programme which included, cooking demonstrations, role play and guidance of the surrounding area. This ensured staff felt supported and were aware of the current standards, policies and procedures.

The management team had an overview of staff training, which included a comprehensive mix of classroom and e-learning courses, tailored to individual needs. Training compliance was high, and staff were equipped with skills specific to the conditions of people using the service. It was recommended that staff receive additional training on supporting individuals with swallowing difficulties, which the manager agreed to implement. This ensured continued safe and effective care.

Staff were supported through regular supervisions, appraisals, and spot checks, which helped enhance their practice. Well-attended and productive team meetings provided opportunities for staff to share knowledge and experiences. These sessions promoted effective communication and continuous improvement, contributing to better outcomes for people using the service.

People supported by the service had individual packages of care based on their needs and agreed with commissioning partners. This meant that staff teams were built around the individual to support them to meet their outcomes.

The management team and staff demonstrated flexibility, enabling people to achieve positive outcomes. When visit schedules needed to change, coordinators adapted promptly to accommodate requests. People received their rotas a week in advance and were kept informed of any changes. A person told us "They give a programme what time people are coming it is wonderful because we can plan". This approach promoted choice and independence.

People were supported by a sufficient number of well-trained staff during visits. Although, there had been some staff changes, these did not negatively affect the quality of care. A review of systems confirmed there were no missed visits, reflecting the service's strong organisational structure. The management team and coordinators effectively managed staff absences, ensuring continuity of care.

Records showed coordinators carefully planned visit schedules, to ensure continuity and compatibility between staff and people using the service. The stability of the staff team allowed individuals to build strong, trusting relationships with familiar staff members, enhancing the overall quality of care.

## How well is our care and support planned?

**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.

Personal plans provided a comprehensive overview of people's wishes and outcomes. Plans were person centred and highlighted people's likes and dislikes, their health and social needs, and how they wanted to be supported in an individual way. Records showed individuals and their representatives were fully included in directing all aspects of the plan. This meant people could be confident that their support was right for them.

Risk assessments enabled people to be independent and live their lives to the best of their ability. Risk assessments and risk reduction measures to mitigate potential risks were recorded well, to keep people safe from harm. Specific risks were highlighted ensuring the staff members were aware of the risk. People with specific health needs had plans based on a multi-disciplinary approach. These measures effectively balanced risk reduction with personal empowerment.

Plans contained detailed information about people's needs and how they would like to be supported. There was comprehensive information in important areas such as nutrition, continence, skin integrity, and medication. This gave staff clear guidance to promote people's health and wellbeing. A staff member told us "This service helps me find reliable information quickly". Including pictures of personal interests in individual plans helped staff engage in meaningful conversations and build better relationships with people.

People and their representatives were involved in reviews and given an opportunity to discuss and evaluate their care. Management had effective overview which ensured reviews were consistently completed within the expected timeframe. We suggested updating the format of the review document, to evidence who was involved in the review. The manager updated the document during the inspection to include this. This meant the views of people and their representatives were recorded in the review minute.

The service was in a period of transitioning to digital personal planning systems, currently using both paper and electronic formats. Significant effort has gone into making this shift smooth for everyone. Moving forward, individuals will be offered a choice of format to ensure their plans remain accessible and tailored to their preferences.

## 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
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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