

Potters Health Care Support Service

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Type of inspection:
Unannounced

Completed on:
30 June 2025

Service provided by:
Potters Health Care Ltd

Service provider number:
SP2017012858

Service no:
CS2017353823

About the service

Potters Health Care registered with the Care Inspectorate on 8 August 2017.

They are registered to provide a care at home service to older people and adults in their own homes and in the wider community. The provider currently supports approximately 315 people.

The provider operates from office premises in Grangemouth.

Their Aims and Objectives are to "Support person in need to live as comfortably as possible, focusing on high quality care within their own homes, giving them individual choice and personal decision making to their care."

About the inspection

This was an unannounced inspection which took place on 26, 27 and 30 June 2025. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

In making our evaluations of the service we:

- spoke with 41 people using the service and 22 relatives.
- spoke with 18 staff and management.
- observed practice and interaction with service users.
- reviewed documents.

Key messages

- People were very happy with the service they received
- People found the service to be approachable and responsive
- The service paid very good attention to people's health, safety and wellbeing
- People thought the service they received was very person centred and individualised to their needs.
- People experienced good continuity and consistency of care and could form good working relationships with people supporting them as a result.

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

In this part of the inspection report we considered the following quality indicator:

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support.

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service met with people before commencing service provision in order to discuss the support they required and how they wished their support to be delivered. They had a good understanding of people's health needs as they pertained to the support they were providing. People were supported with a variety of daily tasks which promoted their health and general wellbeing and staff knew the level of assistance people required in order for this to be provided safely and well. People largely felt involved in this process, telling us "Yes I guided them. They came in to discuss it. We have a routine", "Yes one of the girls came out pre-hospital discharge" and "It involved all three of us. X came and sat down with us all." The service had good quality assurance processes to ensure things were going as planned and working well for people from an early point in receiving the service. This meant that people's care and support met their needs and was right for them.

All care plans seen had been formally reviewed within the last six months. We saw changes being made to reflect people's wishes and preferences and to better support them if their needs changed. This meant that the service had a positive impact on people receiving it. People told us "Absolutely positive and I couldn't do without it", "100% positive. We are in a good place", "It has been for over 3 years now and consistency is what she needs and that has helped. It has had a positive impact" and "Just that they call me if they have concerns or if they need to contact me. It is two-way and open communication."

The service sought people's views on the service they experienced in a number of ways. People found it easy to contact the service if they needed to and the service was responsive to issues raised. People found communication with the service to be good. People told us that the service were dependable and reliable. People told us "I like the fact that on the whole they go to see Dad first rather than me. I appreciate that and they all do that. I like their smiles. They are happy. They don't make things complicated."

The service paid good attention to people's health and wellbeing in terms of infection prevention and control, safer people handling, by encouraging people to eat and drink well and by supporting people to take their medication safely. They took appropriate action if people had an accident or incident or if there were protection concerns. This was facilitated by people experiencing good continuity of care because they were supported by regular members of staff who they got to know and who they felt comfortable with. People generally knew who to expect. People told us "Usually I get the same two. Sometimes if I change the times for appointments, it's different ones who come. I have an established routine with the usual ones. Time runs away with new ones as I am explaining what they have to do. It is better with consistency but obviously there can be circumstances such as holiday relief when substitutes are required. The consistent carers are very good. They treat me well" and "They are the same carers on the whole. I prefer the ones I know but I have no complaints."

The service had very good links with external professionals in the area and referred people onwards for issues which impacted their health and wellbeing which were outwith the remit of the service. This meant that people's care and support was consistent and stable because people worked together well.

How good is our staff team?

5 - Very Good

In this part of the inspection report we considered the following quality indicator:

Quality Indicator 3.3: Staffing arrangements are right and staff work well together

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Staff were supported into their role via induction and shadowing, giving them an opportunity to apply their skills into practice whilst receiving a higher level of oversight during that initial period. They were encouraged to reflect on their learning and to seek further advice or guidance from their management and colleagues via internal communication systems if they felt they needed it. Staff told us "They support their staff and respond to issues raised about clients very quickly, the branch staff are caring and friendly" and "The company is run very well. It ensures that everyone is well trained and knows how to carry out assigned tasks well. Open door policy. Excellent communication skills, supporting staff and service users alike, approachable, I feel listened to."

Following induction staff received annual refreshers in mandatory training areas with training also available in a good variety of areas relating to the health or daily functioning needs of people using the service. Spot checks (including medication competencies) and supervision underpinned this, ensuring that staff applied their training into practice to meet the needs of people using the service well. This also helped to maintain their registration training requirements with the SSSC which the service had good oversight of. One staff member told us "We are well supported and trained. The service provides compassionate and personalised care to clients, ensuring their dignity, comfort, and well-being are prioritized. Communication with families is also handled with empathy and professionalism."

Staff were skilled at building relationships with people and had established good working relationships with people they were supporting and knew them well. Team meetings had been revised by locality and this meant that staff had opportunities to discuss issues arising in a smaller group in a meaningful way. The management team were very available to people using the service and combined with good communication with staff in the field this meant they had very good oversight of people's personal situations, challenges and needs. People told us "I have always been very happy with the care and support I have received. I have always been very impressed with how comfortable I have been made to feel. I feel confident I can raise any concerns with the individual carers or service provider if I need to", "The care staff are excellent, very positive and friendly. I cannot fault this service" and "I am always treated with kindness, dignity and respect. And with a bit of humour too and dry wit. They are smiley and cheery. You can count on them being encouraging and cheerful. They always ask if there is anything else they can do. Their recruitment is good as they always find the right people with a nice nature. A carer might rearrange in an emergency. Someone would just say there has been a wee hiccup and it might be another carer who then comes, but a carer will always come and introduce themselves properly, and can see via the app what's needed." This meant that people experienced a warm atmosphere because people have good working relationships.

The service had held a recent staff and service user survey and the results were positive. A small number of staff felt that they did not have as much time as they would like to support people. Staff liked working for the service and felt well supported in carrying out their role.

How well is our care and support planned?

5 - Very Good

In this part of the inspection report we considered the following quality indicator:

Quality Indicator: 5.1 Assessment and personal planning reflects people's outcomes and wishes

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service spoke to people before commencing the service to discuss the support they wished to receive and how they wished that support to be delivered. This information formed the basis of people's care plan which were personalised to the individual with attention paid to their wishes, choices and routines. Risk assessments were in place in the areas of continence care/skin integrity and medication support and the service were aware of issues which impacted upon people individually, such as wearing their MECs pendant and ensuring the security of their property. Reviews seen were all in date and people felt involved in the process, telling us "Yes. My care is reviewed regularly. But I would like to get help to wash my hair. Somebody, maybe X, came from the office to ask me if the plan meets my needs. If I wasn't happy I would say." "Yes and they are very accommodating of any requests. They are very good" and "it has been reviewed and regularly so, every month the plan is reviewed and it is tweaked and changes made as needed."

People were happy with the support they received although some mentioned they wished carers had more time available with people saying "On the whole yes. I do believe we are allocated a certain amount of time and there are times when I wish they had more time", "The amount of time he is allocated. If he could get more time to make him better food so it's not a microwaved meal every day" and "Can't think of anything. Sometimes but only occasionally they might be 5 to 10 minutes late, but I understand and know they have gone the extra mile for someone, and my needs are not time critical. Five to 10 minutes maketh no difference."

Care plans were electronic and could be altered quickly if required which meant that people received a responsive level of care as their needs changed. They were broken down into tasks and were easy for staff to work with. Paper copies were made available for people within their homes, with daily diaries which people and their relatives could access. This was a record of care given including people's presentation, preferences and routines which could be important when promoting good health and wellbeing outcomes. We were told "Communication is good. The carers record everything in the book. It gives me a helpful source of their involvement and so peace of mind. I know too that they would get in touch with me." and "If, on an odd occasion, I have cancelled a visit, they ask how it went. They remember and they make notes and also make notes on the app, so there is an electronic copy so any replacement carers get the notes too. All stand-ins have been cheery too. They do a good job. They treat me with dignity" and "They leave you feeling cared for and happy. Happiness and professionalism. They are always there for me, and always professional and cheery. They have their passes and uniforms and are always asking what more they can do, and looking to see what more can be done. I am always asked. My care is personal care and it has been an amazing transformation. I see myself in the mirror and on moving here didn't recognise myself but now I do."

This meant people experienced care where they were treated as individuals by people who respected their needs, choices and wishes and anyone making a decision about their future care and support knows them.

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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