

Scotia Homecare Solutions Limited Housing Support Service

The E-Centre
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Type of inspection:
Unannounced

Completed on:
16 July 2026

Service provided by:
Scotia Homecare Solutions Limited

Service provider number:
SP2020013589

Service no:
CS2025000270

About the service

Scotia Homecare Solutions Limited is a care at home service, with its main office based in Alloa. It provides a support service to adults with physical needs in their own homes and in the community. The service operates across Stirling, Forth Valley, Inverclyde areas, Kincardine and Renfrewshire.

The service registered with the Care Inspectorate on 9 February 2021. The provider is Scotia Homecare Solutions Ltd.

At the time of our inspection the service supported 78 people.

About the inspection

This was an unannounced inspection that took place between 14 and 16 July 2026 from 10:30 to 13:15. One inspector carried out the inspection.

To prepare for the inspection, we reviewed information about the service. This included previous inspection findings, details of registration and complaints and information submitted by the service throughout the inspection year.

This was a core assurance inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. It is not a validation of previous evaluations, and no new evaluations (grades) have been awarded. This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances; wellbeing; leadership; staffing and planned care/support.

During this inspection, we confirmed that people continued to receive care that met their needs and protected their safety, wellbeing and rights.

We knew this because we:

- received feedback from, or spent time with 36 people using the service and six of their family members
- received feedback from, or spoke with 23 staff and management
- observed practice and daily life
- sampled relevant documents.

Key messages

Legal

We found the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place, and a range of policies and procedures that promoted good outcomes for people. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Wellbeing

The service demonstrated strong and effective systems for recording, evaluating and responding to findings across key areas of care and support. Evidence from records, alerts and observations showed that people received compassionate, person-centred care that promoted dignity, respect, choice and consent. Staff responded appropriately to changes in wellbeing and worked collaboratively with external professionals to achieve positive outcomes.

People were kept safe because arrangements for safeguarding were robust, with appropriate escalation processes in place and effective partnership working with social work colleagues, to ensure concerns were addressed promptly. Infection prevention and control practices were consistently embedded in daily practice, supported by policy, observation and leadership oversight. Medication management was well governed through comprehensive policies, regular audits and clear accountability.

Leadership

The service benefitted from strong and effective leadership, with clear systems in place to monitor quality, safety, and performance. Management demonstrated good oversight through the use of a comprehensive quality assurance framework, regular audits and detailed action planning. Monitoring covered all key aspects of service delivery and enabled leaders to identify strengths, address areas for development and drive continuous improvement. This proactive approach to governance supported a culture of learning, accountability and improvement, helping to ensure people experienced safe and well-managed care.

Staffing

The service had created a positive and supportive workforce culture, with strong leadership, effective training and a clear commitment to staff wellbeing. These arrangements helped ensure that staff felt valued, confident and equipped to deliver safe, high-quality, person-centred care.

Planned care/support

We found good evidence of person-centred care planning, with individuals' wishes, preferences and involvement clearly reflected in most records reviewed. Risk assessments were current and relevant, supporting safe and effective care delivery, and most care plans provided a clear overview of individuals and their support needs. Minor improvements were identified in relation to record completeness, accuracy and review processes; however, these were isolated findings rather than systemic concerns. Overall, care planning demonstrated a strong foundation for delivering safe, effective and personalised care.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.scot.

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

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Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.scot

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