

Caalcare Limited Housing Support Service

Rose Lodge
57 Seafield Road
Dundee
DD1 4NA

Telephone: 01382 224 060

Type of inspection:
Unannounced

Completed on:
8 May 2026

Service provided by:
Caalcare Care and Support Services

Service provider number:
SP2007009435

Service no:
CS2008167990

About the service

Caalcare Limited is a small privately owned service, which provides a combined Care at Home and Housing Support Service for up to 26 adults, who require additional support because of a learning disability or mental health issues. They live in a supportive community environment in Rose Lodge, a large Victorian house in the west end of Dundee. There are two satellite houses over the road in which people are supported as well.

Their stated aims of the service are:

'We aim to allow service users to lead a happy, healthy and fulfilling life in an environment in which they feel safe and secure. We aim to promote confidence and self-esteem in order for the service user to pursue a lifestyle which is unique to each individual. Our approach and care planning will be holistic and person-centred'.

About the inspection

This was an unannounced inspection that took place on 6th May between 11.30 and 16.45, 7th May between 14.30 and 17.45 and 8th May 2026 between 11.30 and 12.45. 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, with the exception of key question two and key question five, no new evaluations (grades) have been awarded. We evaluated key question two and five as it had not previously been evaluated under our current quality framework.

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:

- spent time with five people using the service
- received feedback from six staff and management
- reviewed survey responses from twenty people using the service, eleven staff members, six family members and six visiting professionals
- observed practice and daily life
- sampled relevant documents.

Key messages

Legal assurances

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

People felt safe and well supported because the service had effective adult support and protection measures in place. Staff were trained and confident in their responsibilities.

Infection prevention and control practices were embedded, and staff had received the necessary training.

People's health needs were well supported, the service supported to access appropriate medical assistance when required. People were provided with information and supported to make healthier choices. Medication systems were well managed, and staff competence meant people could be as independent as possible when taking their medicines. One person feedback, 'my relative is so well cared for. Anything at all wrong with her medically and they immediately encourage/arrange for her to see her GP. They give her great physical support too re bathing, etc. They listen to her and support her emotionally too.'

People stayed connected with their family and friends, and visitors were welcomed. Staff supported individuals to participate in community activities, helping them build local relationships and maintain meaningful connections.

People had opportunities to be active, with a wide range of daily activities on offer. Individuals were encouraged to suggest new ideas, and people told us that they were going on holiday and were excited to go and see shows at the local theatre.

One family member feedback, 'I could never show the staff the appreciation I feel as there just aren't enough words to say....they are a very caring and efficient team. I thank them from the bottom of my heart for all they have done and still do for my sister.'

Staffing

People were supported by a stable staff team with a low turnover. This contributed to consistent care and positive outcomes. One staff member feedback, 'I am proud to work for Caalcare, the residents are treated with the respect and dignity they deserve.'

Safe recruitment practices were followed, and new staff received a thorough induction with regular reviews. This helped them develop the skills and confidence needed for their roles.

Staff demonstrated strong knowledge and competency, and the manager had clear oversight of training and development needs. A culture of open communication and regular supervision enabled staff to share ideas, raise concerns, and reflect on their practice. Staff said they felt valued, supported and happy in their roles.

People benefitted from a compassionate and well-trained staff team who knew them well. A professional said, 'It's clear working to the Codes come naturally. It's just in the way they all work, with the skills,

knowledge and values that people working in social care should have. It also felt like such a homely place, and it was lovely to see how well supported the residents are to live their lives the way they want.'

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 good is our leadership?	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 good is our leadership?**5 - Very Good**

We evaluated this key question as very good, reflecting major strengths in supporting positive outcomes for people, with only minor areas identified for further improvement.

The service had a well-established and effective range of quality assurance systems which are consistently applied to support people's health, safety and wellbeing. These processes are embedded in practice and provide the leadership team with a clear and accurate understanding of how well the service is performing. Quality assurance activity is purposeful and leads to meaningful improvements.

The service is currently progressing the implementation of a digital quality assurance system. This demonstrates a commitment to continuous improvement. While this is still being embedded, we are confident that it will further enhance the service's ability to monitor trends, improve recording systems and strengthen oversight.

People experiencing care are actively involved in influencing the service. They have regular opportunities to share their views through meetings and day-to-day discussions. We found that these opportunities were meaningful, and people were supported to participate in ways that suited their communication needs and preferences.

Importantly, people are also involved in staff recruitment, supporting the service to ensure that those employed reflect the values and expectations of the individuals they will support. We observed that people were confident in expressing their views, and feedback was welcomed and valued by staff and management.

The service demonstrates a clear "You said, we did" approach, with evidence that feedback from people and families directly informs improvements. This contributes to a positive and inclusive culture, where individuals feel listened to and respected.

Leadership within the service is strong and effective. The management team has a detailed and comprehensive understanding of both people's needs and staff practice. Leaders are visible, approachable and responsive, which promotes a supportive environment for both staff and people using the service. Oversight arrangements are robust, and there is clear accountability for delivering high-quality care.

A very good improvement plan is in place, which is detailed, regularly reviewed and clearly linked to outcomes for people. The service demonstrates a proactive approach to improvement, with actions identified, monitored and progressed effectively. This supports sustained development and contributes to consistently good experiences for individuals.

Communication across the staff team is effective and well-organised. Regular handover meetings and daily communication systems ensure that staff are well informed about people's needs, preferences and any changes in risk. This supports continuity of care and helps ensure safe, consistent practice.

Staff demonstrated a clear understanding of and commitment to SSSC values, including dignity, respect, compassion and inclusion. These values were evident in interactions we observed, with staff supporting people in a warm, respectful and person-centred way.

Overall, there is a strong culture of continuous improvement within the service. Quality assurance processes

are effective, leadership is confident and knowledgeable, and people are central to decision-making. The service is performing very well and continues to build on its strengths.

How well is our care and support planned?

5 - Very Good

The service provides a very good level of care and support, with clear strengths that help people feel valued, included, and in control of their lives.

Care plans are person-centred and easy to understand. The use of photographs helps make information more accessible and meaningful, especially for those who benefit from visual support. Care plans also highlight people's achievements and life experiences, helping to promote confidence and a sense of identity.

Risk assessments are clear, detailed, and focused on supporting people, rather than limiting them. Staff take a positive approach to risk, helping people stay safe while still doing the things that matter to them. This supports independence and overall wellbeing.

People are actively involved in their care and support. Care plans and reviews show that individuals are asked for their views and that these views are listened to. Importantly, when people ask for something or set a goal, the service takes action to support them. This means people are not just being listened to, but are also seeing real outcomes.

This approach is also seen in resident meetings, where people are encouraged to take part and share their ideas. There is clear evidence that these discussions lead to change and improvement.

All necessary legal documents are in place, supporting safe and accountable care.

Some people have been supported to think about future care planning, including funeral wishes. While this is good practice, it is not something that all people feel ready to consider. The service should continue to support this in a sensitive and appropriate way, based on each person's needs and stage in life.

Overall, the service has many strengths and only a small area to improve. These strengths are making a positive difference to people's wellbeing and quality of life.

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 good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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

To find out more

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

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

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.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.