

CARENORTH LTD t/a Home Instead Support Service

Home Instead
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Type of inspection:
Announced (short notice)

Completed on:
22 May 2026

Service provided by:
CARENORTH LTD

Service provider number:
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Service no:
CS2021000119

About the service

CARENORTH LTD t/a Home Instead is an independently owned care at home service and is part of the national Home Instead UK franchise. Home Instead is available to adults aged 18 plus and provides a wide range of services, including support with personal care, health tasks, respite care, companionship and live in care.

Their stated aims and objectives are to be an excellent provider, enabling people to achieve positive outcomes in all aspects of their lives. This is done by treating people with dignity and respect, offering choice, being flexible and listening so that the service provided meets each person individual needs.

At the time of this inspection the service was supporting 33 people throughout Perth and the surrounding areas.

About the inspection

This was a short notice announced inspection that took place on 19 and 20 May 2026. 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:

- spent time with four people using the service
- received feedback from one relative, four members of staff and management
- 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 aware of their responsibilities. People and relatives told us they felt well supported and confident any concerns would be managed appropriately.

Staff had received the necessary training in infection prevention control. Staff had ample access to personal protective equipment and we observed staff washing their hands. People could be confident steps were being taken to minimise the risk of spread of infection.

People's physical and emotional needs were well supported, comments included 'we couldn't do without them' and 'happy all round'. People were supported with medication as prescribed in line with their needs and preferences. Staff had received the necessary training and competency was assessed periodically to ensure safe practice.

People were supported at a pace that was right for them. The service provided care within visit times which were always at least an hour long. People and staff told us about the benefit of having time to spend with one another chatting, building positive relationships and providing a person centred approach to support.

Leadership

We found clear records of accidents and incidents. The service demonstrated a proactive approach to seeking necessary support for people where there were ongoing concerns.

We reviewed information gathered by the service and action taken as a result of complaints. People could be assured concerns were investigated and managed safely and sensitively. We recommended that the service review how it documents and communicates the outcomes of complaints to people, in order to improve confidence.

Audits were undertaken regularly at different levels of the organisation. We sampled audits which were effective in identifying and addressing areas where practice and record keeping could be improved. As a result actions plans were developed and reviewed. People could be assured leaders continued to strive for improvement.

Whilst we were assured the service was striving to improve we suggested they review their service improvement plan to ensure it clearly includes how feedback from people is used to drive future improvement. This is important in ensuring the service meets the needs of the people who use it.

Staffing

People were supported by a consistent staff team. This contributed to consistent care and positive outcomes.

Safe recruitment practices were followed, and new staff received appropriate induction, review and competency assessments. This helped them develop the skills and confidence needed for their roles.

Where gaps in staff knowledge were identified the manager had clear oversight of training and development needs. A culture of open communication and regular supervision enabled staff raise any concerns, develop skills and reflect on their practice. Staff told us they felt supported and happy in their roles.

Planned care/Support Assurances

We sampled individual personal plans and risk assessments. Plans were person centred and included necessary information to guide quality care. Plans included a balance between what was important to people, their preferences and tasks which were essential during visits to promote their safety and wellbeing. Where there were identified risks, assessments were in place and included detail about safeguards to reduce risk of harm.

Where relatives were involved in people's care their details were clearly accessible. Plans were reviewed after changes to circumstance and/or at 6monthly intervals. People told us they felt able to guide their care and support to ensure it was right for them.

Electronic systems allowed staff, people and relatives to access live care notes. Meaning they could access notes inputted by care staff throughout the day. Relatives and staff told us this enabled them to keep up to date with any changes to individual's needs.

Complaints

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

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