

Concept Homecare Ltd Support Service

Office No: 13
Merryfield Business Centre
Macmerry Industrial Estate, East Lothian
Tranent
EH33 1RD

Telephone: 07747130617

Type of inspection:
Announced (short notice)

Completed on:
13 May 2026

Service provided by:
Concept Homecare Ltd

Service provider number:
SP2022000160

Service no:
CS2022000235

About the service

Concept Homecare Ltd has a main office based in Macmerry and provides care at home services for older people across the East Lothian area. The team consisted of the manager, care coordinator, senior carers and care assistants. At the time of the inspection, 35 people were being supported at home.

About the inspection

This was an unannounced inspection which took place on 12 and 13 May 2026 between the hours of 09:30 and 15:00. 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. We provided feedback to the manager on 13 May 2026.

This was a core assurance inspection to provide public 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 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:

- spoke with four people using the service and four relatives
- spoke with three carers and management
- observed practice and daily life
- received feedback from three health professionals
- sampled relevant documents.

Key messages

Legal assurances

We found the service was operating legally and in line with its registration requirements, including maintaining appropriate insurance, and implementing a range of policies and procedures that supported positive outcomes for people. As a result, people were safe, protected from harm, and able to 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 well trained, confident in their responsibilities, and relatives told us they felt their loved ones were very well cared for, with any concerns addressed promptly.

Infection prevention and control practices were embedded, and we observed staff consistently following correct procedures in line with the training they had received.

People's health needs were well supported, with positive feedback from both individuals and their relatives. This was largely due to having consistent staff who knew people's preferences and daily routines well. Medication systems were managed appropriately, supported by regular staff competency checks and audits carried out by the manager.

Staff knew people well and had a strong understanding of each individual's abilities and support needs. We observed carers practice with people being offered choices and receiving support at the level that suited them. People benefitted from staff who were knowledgeable, attentive and focused on helping them achieve positive outcomes.

Leadership

The manager utilised a variety of quality assurance measures which provided effective oversight of the service. A self-evaluation of the service, with input from supported people, their relatives and staff lead to a comprehensive improvement and development plan. The self-assessment produced similar findings to that of our inspection.

There was a positive approach to ongoing learning and development and annual surveys with people and staff. This supported this positive culture of continuous improvement.

The manager and care co-ordinator had good oversight of care delivered to people, often delivering care to people themselves, especially for those who may have higher support needs to offer insight and support for the carers involved.

People and their relatives described communication with staff and the manager as very effective. Many valued having a designated main carer who coordinated updates and ensured information was shared consistently. This helped people feel listened to and kept up to date with any changes. One relative said, "We have a direct link with the care staff and manager who update us if there's any change in my mother's health. I find this very reassuring."

Staffing

People were supported by a stable and consistent staff team with very low turnover, which contributed to reliable care and positive outcomes.

Safe recruitment practices were followed, and new staff received a thorough induction with regular reviews and enhanced supervision at the outset. Ongoing performance and development plans were in place to help carers achieve personal goals, including training and relevant qualifications. This supported them to build the skills and confidence needed for their roles.

Staff demonstrated strong knowledge and competency, and the manager maintained clear oversight of training and development needs. There was a positive culture within the service, where staff were actively involved in its ongoing development through open communication, regular supervision, and staff meetings. These forums allowed them to share ideas, raise concerns, and reflect on their practice. Staff told us they felt supported, valued, and happy in their roles.

People benefitted from a compassionate staff team who demonstrated the principles of the Health and Social Care Standards exceptionally well. One person told us, "The carers are like an extension of our family; we would be lost without them."

Planned care/support assurances

Individualised care plans were in place and included clear details about each person's needs, preferences and desired outcomes. Staff had the guidance they required to support people safely and in line with their assessed needs. People and their relatives were fully involved in planning and reviewing care, and any necessary changes were made promptly. They were also able to access care plans and daily notes electronically, helping them feel informed, involved and respected.

Our review of a sample of care plans showed that they were clearly written and comprehensive. However, we identified opportunities to enhance them further by including more detail about how each person's health impacts their day-to-day life. This would deepen the person-centred approach and offer staff even clearer, more practical guidance. The manager acknowledged the value that this additional detail would add to the already robust care planning in place.

Complaints

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

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 iartras.

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.