CC Homecare Ltd
Support Service

22 Thorny Crook Crescent
Dalkeith
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Telephone: 07380 105538

Type of inspection:
Unannounced

Completed on:
22 September 2026

Service provided by:
Visiting Angels Edinburgh

Service provider number:
SP2023000132

Service no:
CS2023000207

About the service

CC Homecare, trading as Visiting Angels Lothians is registered as a care at home service. It provides care to adults and older people living in their own homes across the Lothian's and parts of the City of Edinburgh. The service operates from an office in Dalkeith, Midlothian.

53 people were using the service at the time of our inspection. 32 were in receipt of regulated care, whilst 20 were receiving companionship support.

About the inspection

This was a short noticed announced inspection which took place between 16 and 22 September 2026. The inspection was carried out by one inspector from the Care Inspectorate. We gave feedback to the manager on 22 September 2026.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- Visited three people using the service and one of their relatives.
- Received feedback from two people and eight relatives who completed an electronic questionnaire.
- Spoke with four carers and received feedback from a further ten via our online questionnaires.
- Met with the management team; one directors, and the registered manager.
- Observed staff practice and daily life.
- Reviewed a range of documents.

Key messages

• People and their families described staff as kind, caring and compassionate, with positive relationships helping people feel respected, valued and supported.
• People benefitted from being supported by regular staff who knew them well, understood their preferences and routines, and delivered personalised care that respected their choices.
• Free outings and social opportunities helped reduce isolation, improve wellbeing and support people to remain connected to their local communities.
• Comprehensive care plans clearly identified people's strengths, preferences and abilities, enabling staff to promote independence, while management case studies demonstrated the positive outcomes being achieved through care and support.
• During our inspection, we reviewed the service's self-evaluation across key areas and found it to be thorough, insightful, and closely aligned with our own findings.

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

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

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

People and their families consistently told us that staff were kind, caring and compassionate in their approach. Feedback highlighted that staff treated people with dignity and respect, took time to listen, and demonstrated genuine concern for their wellbeing. Warm and positive relationships had been developed between staff and the people they supported, helping people feel comfortable, valued and confident in the care they received. One person commented: "they [the care staff] encourage and inspire me to achieve my personal goals / aspirations for increased functional mobility".

People benefitted from a consistent staff team who knew them well and understood their individual needs and preferences. This continuity of care enabled staff to support people in line with their preferred daily routines, promoting comfort, choice and control. People told us they appreciated being supported by familiar staff who understood their personal preferences and how they liked their care to be delivered.

The service demonstrated a commitment to reducing social isolation and promoting community engagement. We saw examples of people being offered opportunities to attend free outings and community activities, helping them maintain social connections and participate in meaningful experiences. These activities provided opportunities for people to build confidence, enjoy new experiences and remain connected to their local communities, particularly for those who may otherwise spend significant periods of time at home.

Care plans and guidance for staff were comprehensive and person centred. Documentation clearly detailed people's care needs, personal preferences, strengths and the tasks they could undertake independently. This helped ensure staff promoted independence and encouraged people to maintain daily living skills wherever possible. The management team also completed a range of case studies that effectively captured the positive outcomes people were achieving through the support provided. These examples demonstrated how care and support had contributed to improvements in wellbeing, independence, community participation and overall 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.scot.

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

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