

Adigo Care Housing Support Service

Adigo House
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Type of inspection:
Unannounced

Completed on:
12 June 2026

Service provided by:
Adigo Limited

Service provider number:
SP2018013138

Service no:
CS2024000422

About the service

Adigo Care was registered with the Care Inspectorate on 12 November 2018. The service is registered to provide care and support to older people and adults with a variety of needs living in their own homes within Central Scotland.

The service operates from an office base in Whitburn. At the time of the inspection the service provided care and support to approximately 376 people.

About the inspection

This was an unannounced inspection which took place on 9, 10 and 11 June 2026. The inspection was carried out by one inspector from the Care Inspectorate and an Inspection Volunteer.

To prepare for the inspection we reviewed information about this 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:

- spoke with 17 people using the service and 13 relatives
- spoke with eight staff and management
- spoke with one external professional
- received feedback via our survey from 71 people and relatives and 27 staff
- observed practice
- reviewed documents.

Key messages

- People were supported with compassion, dignity and respect and were very happy with the care and support they received.
- Staff demonstrated safe practice and a genuine commitment to the wellbeing of the people they supported and people told us they felt valued, respected and safe.
- Most people benefitted from having a small regular staff team with few changes.
- The management team were committed to ensuring people were supported appropriately by a competent staff team.

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
How good is our leadership?	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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people; therefore, we evaluated this key question as very good.

Staff provided high quality, compassionate and person-centred care. Most people experienced meaningful relationships with staff, consistent support and everyone we spoke to said that staff were respectful in their interactions. Staff demonstrated safe practice and a genuine commitment to the wellbeing of the people they supported. Interactions were kind, patient and dignified. People told us they felt valued, respected and safe.

We observed respectful assistance with personal care, gentle encouragement with nutrition and hydration, and staff taking time to chat, reassure and build relationships. People who had limited communication were supported with sensitivity and patience. Staff were attentive to non-verbal cues and ensured people felt comfortable throughout their visits. This meant that people felt included and valued and those relationships provided meaningful social interaction in people's lives.

The service offered flexibility around hospital appointments or special circumstances and relatives told us they felt confident that their loved ones were safe and well cared for. Several relatives shared examples of staff responding quickly and appropriately to health concerns, including contacting emergency services when needed.

Medication was administered safely and recorded correctly. Staff demonstrated a clear understanding of safe support with medication. This meant that people received the right medication, at the right time, in the right way, to meet their health needs. Care plans accurately reflected people's needs, preferences and routines and staff practice reflected what was written in the plans.

The service was responsive to our advice on improvements, particularly around timekeeping and continuity in rural areas and ensuring staff have enough time to engage meaningfully during short visits.

People told us that continuity of staff was very good and most said that they had developed meaningful relationships with them. They told us, "I don't call them my carers - I call them my friends", "The team are absolutely brilliant", "They always ask if I need anything else before they go", "I have regular carers. They are always respectful. I've got to know them and get on well with them" and "My confidence has grown since they started supporting me."

Relatives said: "The carers are extremely pleasant and very kind", "The carers know what matters to her" and "When staff are new to my relative, they are always accompanied by a staff member who knows her well. Staff always pick up on whether or not she's comfortable and if anything is wrong".

The service was very well regarded by most people who used it and their families and continued to build on its strengths while addressing areas for development.

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

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people; therefore, we evaluated this key question as very good.

The management team had a good overview of how well the service was working and there were open lines of communication with staff, people and their relatives. Staff described a positive, supportive culture within the service and there was a strong sense of team-working.

The management team were committed to ensuring people were supported appropriately by a competent staff team. Audits of training, practice observations and supervisions were regularly carried out and staff told us they felt supported, valued and clear in their job roles as a result of these. The service had a detailed and robust induction programme in place, with appropriate shadowing opportunities and staff and management worked well as a team.

Quality assurance and audit processes were in place to direct improvements and ensure that the management team had clear oversight of all activity within the service. Self-evaluation was ongoing and there were detailed, clear action plans with timescales where areas for improvement had been identified. This meant there was a record of all improvements being carried out and a plan to implement further improvements to achieve positive outcomes for people.

Concerns or complaints were appropriately investigated and documented and improvements made where required. There was an open and positive culture across the service. This helped people feel confident to raise any concerns. People and relatives told us that staff and managers were very approachable and responsive to any concerns. This meant that people felt confident that they were valued and listened to.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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

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

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