

Ailsa - My life Edinburgh Housing Support Service

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Type of inspection:
Unannounced

Completed on:
8 June 2026

Service provided by:
Ailsa Care Services Ltd

Service provider number:
SP2004006718

Service no:
CS2024000450

About the service

Ailsa - My Life Edinburgh is registered to provide a support service to people in their own homes and in the communities across Edinburgh and Tayside. The majority of support visits are planned for a minimum of one hour. Support includes personal care, medication administration, meal preparation, domestic tasks, companionship, and getting out in the community.

At the time of the inspection, there were 100 people receiving support in Edinburgh.

About the inspection

This was an unannounced inspection which took place on 4 and 5 June 2026. The inspection was carried out by two inspectors from the Care Inspectorate.

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:

- accompanied staff and visited 10 people in their own homes
- reviewed 13 questionnaires from people who receive support
- received feedback from six family and representatives
- spoke with, and received feedback from, 15 staff and management
- reviewed service documents.

Key messages

- People, and their relatives, were very happy with the service.
- The service was supporting people's health and wellbeing well which was leading to positive outcomes for people.
- People were supported by consistent teams of staff who knew their needs well.

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
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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 the care provided and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

There was a high level of satisfaction with the service. People and their families consistently described positive experiences and strong relationships with staff. Comments highlighted trust, reliability, and the quality of support, including: "I am very happy with the carers I have. They look after me well" and "I am absolutely delighted with my support. I really trust them."

Support was tailored to individual needs and preferences. Visits were generally longer than the minimum of one hour, allowing staff time to listen, build rapport, and deliver care at a pace that suited each person. People valued this approach, with one relative describing the service as "positive, respectful, and person-centred." We also heard from a relative that staff were introduced before the service began which ensured their family member could understand and communicate with carers, which contributed to a positive and person-centred start to support.

People experienced choice and control in their daily lives. Staff promoted autonomy, encouraging individuals to make decisions about meals, routines, and the activities they wished to pursue beyond their planned support. People told us this helped them maintain independence and increased their satisfaction with the service. One person reflected, "Most importantly, they do help me to live my life independently and I really appreciate the carers' work in achieving that." Our observations confirmed that staff supported people in ways that upheld dignity, independence, and personal choice.

The service supported people's wellbeing effectively. Staff were well trained with practice that was safe and aligned with good practice guidance, including medication administration and infection prevention. Staff knew people well and were able to recognise changes in health, with care notes showing appropriate contact with health and social care professionals. People could be confident that their health needs were understood and prioritised.

Personal plans and risk assessments provided clear guidance for staff and reflected people's needs and preferences. We discussed opportunities to reduce duplication and enhance personalisation, which the management team agreed to take forward. People and, where appropriate, their families were involved in sharing information and reviewing planned care, ensuring support remained relevant and responsive.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure care and support consistently informs all aspects of the care and support people experience and in the way the person prefers and needs, the manager should ensure there is sufficient detail to inform and guide staff on moving and handling people safely. This includes, but not limited to, moving and handling assessments, risk assessments, and guidance plans.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15); 'My care and support meets my needs and is right for me' (HSCS 1.19); and 'My needs, as agreed in my personal plan, are fully met and my wishes and choices are respected' (HSCS 1.23).

This area for improvement was made on 28 August 2024.

Action taken since then

The service had made progress in addressing this area for improvement. Staff reported confidence in the training provided and their practice was supported with appropriate risk assessments.

We discussed with the management team that the use of standardised templates limited the level of detail in some assessments and they agreed to develop these further.

This area for improvement has been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.scot) 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

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