

Creative Homecare Support Service

Strathcarron Hospice
Fankerton
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Telephone: 01324 826 222

Type of inspection:
Unannounced

Completed on:
30 October 2025

Service provided by:
Creative Home Care CIC

Service provider number:
SP2019013424

Service no:
CS2019378096

About the service

Creative Homecare was registered with the Care Inspectorate on the 21 July 2020. It provides a Care at Home service to people living in the Stirling, Clackmannanshire and Falkirk areas.

The service is currently supporting 56 people. The service is provided by a team of 28 permanent staff and the manager.

The aim of the service is:

"to create a much loved service that is synonymous with quality, that supports people to live well at home and provides vital income to support the future of Strathcarron Hospice. We will apply a creative approach to helping people to live well at home. The service will be flexible and centred on the needs and wishes of the client, offering privately funded support to enable people to live well at home."

The service aims to provide a care at home service which is centred on what is important to the person using the service and to provide a responsive service which is driven by their wishes.

About the inspection

This was an unannounced inspection which took place on 28, 29 and 30 October 2025. The inspection was carried out by one inspector 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:

- spoke with 16 people using the service and 26 of their relatives and friends.
- spoke with five staff and management.
- observed practice and interaction with service users.
- reviewed documents.

Key messages

- People received a very individual service
- People liked the staff supporting them very much
- People said the service made a very positive difference to their lives.
- Communication with and within the service was very good
- The service was led 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?	6 - Excellent
How good is our staff team?	6 - Excellent
How well is our care and support planned?	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?

6 - Excellent

In this part of the inspection report we considered the following quality indicator:

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support.

We assessed the service as Excellent for this quality indicator which means overall we evaluated this key question as Excellent where support and outcomes for people were of outstandingly high quality.

People told us they were extremely happy with the service they received. The service had a sound understanding of people's needs as they pertained to the service they were providing. Carers had established excellent working relationships with people. A gentle approach was taken with people using the service for the first time who had never used a support service before and we could see across inspections that this had resulted in highly beneficial outcomes for people. These included alleviating carer stress, isolation and promoting enjoyment and activity which had a hugely positive impact on people's wellbeing. People told us of the benefits of establishing a positive relationship with an excellent service even when they required a small amount of support. This made them feel secure looking to the future where they anticipated requiring more. They found it straightforward to increase their support package in these circumstances. People told us they experienced a very individual level of attention and a high level of continuity of care being supported by regular staff who they liked and had a good rapport with. This in itself promoted people's wellbeing.

The service matched people well with carers who they considered they would like working with and also understood the importance of involving people in assessing their needs and how they wished their support to be provided. Staff knew people they were supporting well, understood their needs and circumstances and this meant they could focus their attention on the things that people required support with. People using the service told us:

"Mostly getting the same carers is very important to me, reduces anxiety! This has been in place for several months now. Love that my carers are happy to do whatever I want/need"

"The carers are wonderful in supporting us and we never have any complaints or difficulties. They keep you involved in what being done and will do anything you wish from bringing in shopping, bins out and making meals. We always look forward to seeing them they cheer up the day"

"Superb service would recommend to everyone. Very professional and caring at all times"

"Creative Homecare are excellent and the carers that visit accommodate additional duties (like hospital visits) very readily. Carers also provide a great degree of social support and their company is much enjoyed. All in all the service is consistently above and beyond"

"The care and attention the staff give to my mum is absolutely incredible. They are so kind to my mum and very helpful to us as a family. A great support team. Fantastic organisation. Professional & understanding."

The service took the experience of people using the service very seriously and placed very high importance on people being happy with the service they received. They had robust quality assurance in place which focused on the experience of people receiving the service.

The service had recently changed their service provision to five instead of seven day provision. Whilst not a universally popular decision the service had consulted and managed this well. People found the management of the service to be very accessible and were very satisfied that if an issue were to arise they would take appropriate action. Carers had plenty of time to spend with people and this was a highly valued strength of the service. The service people received was personalised to their needs and the outcomes they wished to achieve.

Accidents and incidents were few in number and appropriate actions were taken to ensure people's safety and wellbeing. We did see two incidents which were appropriately actioned but not reported to us and referred the service to the guidance for notifications to the Care Inspectorate.

People's care packages were reviewed four times a year, twice in person and twice via telephone call. This meant people had excellent opportunity to discuss the service they were receiving. They focused on what was working well for people and where more assistance was required. Care plans were changed where people had requested or had been assessed as requiring more assistance. Reviews upheld respect and dignity by asking people how they were experiencing care and how they were treated by staff. This helped ensure people's support changed timeously in step with changing needs. People using the service told us:

"Disappointed they now only do care 5 days a week instead of the full week!

The team from Creative have provided outstanding care to Mum. We couldn't ask for a better care company. The girls are caring and compassionate and Mum always enjoys a chat with them. It would be fantastic if every care company was like Creative."

"The care provided by Creative Homecare staff is exemplary. I have complete confidence that the staff are providing a high level of care for my father. They always contact me if they have concerns and staff are approachable. We have used other care providers in the past and Creative Homecare are by far the best we have used."

How good is our staff team?

6 - Excellent

In this part of the report we considered the following quality indicator:

3.3: Staffing arrangements are right and staff work well together

We assessed the service as Excellent for this quality indicator which means overall we evaluated this key question as Excellent where support and outcomes for people were of outstandingly high quality.

Staff were extremely positive about working for the service and praised its ethos. They spoke warmly about the people they supported and felt that team work and mutual support was a strength of the service. They valued being part of something that was bigger than themselves and being able to contribute personally by supporting people using the service and by giving back to the community and hospice by helping a fund raising social enterprise.

Staff had ready access to training via various mediums including online and classroom based training. Mandatory training was covered and staff felt the training they received was sufficient to support people using the service well.

Consultation took place with staff regarding any training they would like to do other than that currently offered, which helped staff with their SSSC registration requirements of which the service had sound oversight. Staff were aware of the code of practice and health and social care standards and demonstrated these in practice.

The essential nature of these for high standards of care for people using the service were highlighted via staff quality assurance processes.

Staff received ongoing professional development and support via supervision, appraisal and direct observations of their practice whilst supporting people. A lead support worker has been appointed recently and this was working well. Within these activities was a strong focus on how staff were applying their training to practice, adding superb value to people's lives and ensuring that people's experience of receiving support was positive. Staff told us:

"Very positive and lovely company to work for, all the customers are amazing a pleasure to help and support"

"I feel we are able to give our clients a very high standard of care. We have plenty of time to complete all tasks including chatting to our client without rushing. I usually leave my clients feeling I have left them in a much better place than I found them."

"This service takes time with the customers and families, we never have to rush off and the customers appreciate that."

"Supports customers 100% with their variety of needs, tailored specifically to their capabilities."

"Fantastic communication with both staff and customers, excellent support from very approachable and understanding management."

"Personal touch with clients."

"Supports families during hard times as well as supporting the customer."

Direct Observations of staff practice when working directly with people were of a high standard and very detailed feedback was given to staff. Staff were trained to pay attention to people when providing support which promoted highly constructive outcomes by ensuring people's individual likes and dislikes were recognised. This ensured people were respected and treated with dignity, that standards were optimal and that staff were fully engaged with the process.

How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good, where there were major strengths in supporting positive outcomes for people.

5.1: Assessment and personal planning reflects people's outcomes and wishes

Care plans were clear and easy to follow and people felt involved in the planning process. The service checked in with people early on when starting to support people to ensure things were working well for them. This helped the service evaluate how effectively support was being provided.

People had a copy of their care plan within their own homes. A photograph of the team supporting people was within this. This helped support people's sense of security because they knew who was supporting them. People were offered choice day-to-day in how their care was delivered.

They were encouraged to maintain their skills and to maintain their independence in line with their capabilities. Daily notes were detailed, well completed and linked directly to people's care plan. They were respectfully written.

Risk assessments were in place which were linked to the care that was being provided. This helped to keep both people and staff safe by recognising areas where a person may be at increased risk and taking practical steps to minimise this.

Within people's care plans was a one page profile which was very personalised to the person. This focused staff on things that they particularly needed to know to support people effectively.

Staff demonstrated good timekeeping and people found the service to be dependable and reliable. Everybody spoken to felt that their needs were met very well by the service. People told us "I am responsible for my mother's care. Creative Homecare are an active partner in this. I know I can rely on them to pass on anything of importance that might occur during one of their visits. Similarly, if I feel mum's care needs have changed in any way, they will actively assist in making the necessary changes. The staff are kind and caring. My mum is very fond of all of them" and "All the carers are a great support to my Mum and she enjoys their company. The managers are very approachable and helpful if times of visits have to be changed.

As the person responsible for setting up the care package I am very happy with the quality and standard of service."

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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