

# 1st Focus Homecare Support Service

Unit 26  
Castlebrae Business Centre  
Peffer Place  
Edinburgh  
EH16 4BB

Telephone: 01315 107 878

**Type of inspection:**  
Unannounced

**Completed on:**  
2 July 2026

**Service provided by:**  
1st Focus Homecare

**Service provider number:**  
SP2017012856

**Service no:**  
CS2017353802

## About the service

The service provides care at home to adults in South Edinburgh with its office based in Castlebrae. The service was registered with the Care Inspectorate on 22 June 2017. The provider is 1st Focus Homecare Limited. At the time of the inspection the service offered care and support to 120 people.

## About the inspection

This was an unannounced inspection type which took place on 22 June 2026 between the hours of 09:00 and 17:30 and 23 June 2026 between the hours of 08:15 and 17:00. 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 seven people using the service and nine of their family members.
- spoke with 12 staff and management
- observed practice
- reviewed documents.

## Key messages

- Feedback from people and their families was overwhelmingly positive and reflected high levels of satisfaction with the quality of support provided.
- People received highly personalised support that reflects their individual preferences, routines and outcomes.
- People were enabled to participate in meaningful social, recreational and community activities that enhance their wellbeing and quality of life.
- People were empowered to make decisions about their care and support and report feeling involved in how support is delivered.
- Staff were well trained and there is a strong culture of continuous learning and improvement.
- Managers were accessible and supportive to both staff, people receiving a service and their families.

## 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 staff team?                | 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 evaluated this quality indicator as very good, as we found major strengths in the quality of support provided, with people experiencing care that was personalised and focused on maintaining independence and meaningful lifestyles.

Everyone had a personal plan which contained very good assessments and risk management information. Plans were outcome-focused and demonstrated a strong commitment to promoting independence and enabling people to maintain control over their daily lives.

The personal plans clearly reflected people's preferences, routines and desired outcomes. The plans were reviewed at least every six months and people told us they were actively involved in these reviews. This helped ensure that support remained relevant and responsive to changing needs and aspirations. There was evidence of reablement-focused practice, with staff encouraging people to maximise their independence and maintain existing skills. One person told us, "I need support with mobility. The carers are very supportive of that; they are encouraging me to get more independent." This demonstrated a culture that focused on enabling people rather than creating dependency.

Feedback from people using the service was consistently positive. We were told that they were involved in deciding the care and support they received and valued the flexibility demonstrated by staff. One person described staff as being, "very proactive, they will turn their hand to whatever needs done."

There was strong evidence of people being supported to participate in social, recreational and community activities that were meaningful to them. Activities were tailored to individual interests and included support with shopping, dog walking, spending time with family members and attending special celebrations. Relatives also provided examples of staff supporting people to continue hobbies and interests despite physical challenges. These examples demonstrated how staff supported people to pursue interests and experience enjoyment in daily life. The service had recently introduced therapeutic dog visits, providing people with additional opportunities for engagement and wellbeing. Plans were also underway to introduce virtual reality equipment for use by those receiving support. These initiatives demonstrated the provider's commitment to enhancing quality of life and promoting meaningful experiences for the people supported by the service.

Staff were vigilant in recognising risks and responding appropriately where concerns arose. Records showed that potential risks were identified, reported and followed up in order to protect people from harm and maintain their wellbeing.

Overall, people experienced highly personalised support that enabled them to remain engaged in their communities, maintain relationships, pursue interests and maximise their independence. Feedback from people and their families was overwhelmingly positive and demonstrated that staff were flexible, responsive and committed to helping people achieve outcomes that mattered to them.

## How good is our staff team?

5 - Very Good

We evaluated this key question as very good, reflecting major strengths in supporting positive outcomes for people experiencing care.

Staff were well trained, competent in their roles and received effective support from managers. The service had a comprehensive programme of training and systems which demonstrated that staff were up to date with mandatory training requirements. Staff consistently spoke positively about the learning opportunities available to them and described the training provided as relevant, accessible and supportive of their role.

Staff told us they felt confident in meeting people's needs and understood their responsibilities in delivering safe and effective care. Managers responded promptly to identified learning needs by arranging practical support and competency-based training when staff were unfamiliar with specialist equipment. Follow-up discussions ensured staff remained confident and competent in its use, demonstrating a proactive approach to learning, safety, and risk reduction.

We saw evidence within care plans that identified where staff required specific knowledge or training to support individual people safely. This helped ensure that learning and development was linked directly to people's assessed needs and promoted person-centred care.

Feedback from staff, people experiencing care and their relatives was consistently positive. Staff reported that they felt valued, supported by managers and able to access the training they required. People using the service and their relatives spoke highly of the staff team and described staff as caring, knowledgeable and professional. This provided assurance that staff competence was contributing to positive experiences and outcomes.

Supervision and appraisal records demonstrated that regular support and performance discussions were taking place and included learning and development plans for the year ahead. Staff supervision would be further strengthened by embedding a more structured approach to reflective practice. Embedding this approach more consistently would further enhance professional development and support the service's already strong learning culture.

The service actively sought the views of staff through questionnaires and feedback opportunities. Managers used this information to understand staff experiences and promote a culture of engagement and continuous improvement.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.scot](http://www.careinspectorate.scot).

## Detailed evaluations

|                                            |               |
|--------------------------------------------|---------------|
| How well do we support people's wellbeing? | 5 - Very Good |
| 1.2 People get the most out of life        | 5 - Very Good |

  

|                                                                                               |               |
|-----------------------------------------------------------------------------------------------|---------------|
| How good is our staff team?                                                                   | 5 - Very Good |
| 3.2 Staff have the right knowledge, competence and development to care for and support people | 5 - Very Good |

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Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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