

Lifecare - Cottage Companion Club Support Service

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Type of inspection:
Unannounced

Completed on:
3 July 2026

Service provided by:
Lifecare (Edinburgh) Ltd

Service provider number:
SP2003002785

Service no:
CS2006117301

About the service

Lifecare Cottage Companion club has been registered since 12 December 2005 and provides day services for up to 10 people, Monday-Friday. At the time of inspection there were 38 people using the service.

The service is based in south-east Edinburgh. A minibus service is available for those who need transportation. The location is well served by public transport for people who prefer to self travel. Lunches are provided for those who attend.

The building is set within the grounds of another registered care service. The premises are all on one level, with a dining room, a recreation room and two bathrooms.

About the inspection

This was an unannounced type 2 inspection which took place between 30 June 2026-1 July 2026. 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 eight people using the service
- Spoke with three of family representatives
- Spoke with three staff and management
- Observed practice and activities
- Reviewed documents

Key messages

People who experienced care valued the service and the staff who provided support. They consistently spoke about enjoying activities and the social aspects of attending day services.

Family members valued having a break from their caring roles. They spoke about the benefits associated with having free time and how this helped sustain them. Family members were satisfied their loved ones were well supported and that they enjoyed peer interactions, activities and social stimulation.

Staff were enthusiastic about their work. They worked well as a team, providing support with kindness and sensitivity.

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 evaluated this Key Question as very good. This applies to performance which demonstrates major strengths in supporting positive outcomes for people. There are very few areas for improvement. Those that do exist will have minimal adverse impact on people's experiences and outcomes.

People who used the service told us they really enjoyed attending. We heard, "I like coming here, meeting people. I enjoy the blether and the activities. Staff are always kind and respectful to us". Another person said, "I always like coming to Cottage Companions. I look forward to it. We all have a right good laugh, the singing is lovely, I really enjoy it. The food's nae bad either".

Family members valued the support provided. One person told us, "I get some much needed time away from my caring role. I need a break sometimes and I know XXX is well looked after. They always come back in good spirits. It's a real lifeline for me". Another family member said, "XXXX enjoys attending. Staff are always kind and they know him well. Communication is very good, I trust them. I really benefit from getting some time to do things for myself".

We observed several activities and a lunchtime dining experience. It was evident staff knew people well. They were very attentive and there was lots of laughter and good natured banter. People clearly enjoyed interacting with their peers, singing, playing games and reminiscing about past times.

Staff encouraged and supported people to participate in whatever activity was taking place. When people needed quiet time and some space, staff were also mindful of this.

People enjoyed the meals that were provided as part of the service. They were served efficiently and offered second portions and a choice of drinks. There was a convivial atmosphere at lunchtime. People liked sitting and chatting with friends. It was evident they enjoyed the food and benefitted from the social interactions. The mealtime provision helped ensure positive nutritional outcomes for those attending.

Personal plans were good at highlighting people's interests and backgrounds. They took into account risk and people's mobility. There were some areas for development around how staff recorded medication administration. The service have plans to make recordings more robust and we received assurances that this was work in progress.

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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