

Care Inspectorate 2024/25 Quarter 4 Statistical Report Tables

Worksheets:

Data Definition/Notes

- 1) Registered Services - Number & % of Registered Services by Service Type and Sector at 31 March 2025
- 2) Cancellations & Registrations - Changes to Number of Registered Services by Service Type and Sector (31 March 2024 to 31 March 2025)
- 3) Grades - Quality of Registered Services by Key Question, Service Type and Sector at 31 March 2025
- 4) Complaints - Complaints About Registered Services: Received, Investigated and Completed at 31 March 2025
- 5) Enforcements - Enforcement Notices Issued to Registered Services at 31 March 2025

Note: figures provided for Services at 31 March 2024 may change as they take into account retrospective cancellations and/or registrations.

New grading methodology

Prior to the Covid-19 pandemic, the Care Inspectorate inspected against a mixture of Quality Frameworks and Quality Themes depending on the service type. All service types now have a new Quality Framework in place and from 1Dec2022 we will report only under the relevant Key Questions of each Quality Framework. Where a service has not yet been inspected under a new Quality Framework the corresponding grade from the previous Quality Theme methodology will be used instead. A service's entire grading history, including grades under the previous Quality Theme methodology, can be viewed on the Care Inspectorate website. Different service types are assessed under different Key Questions as set out in their Quality Frameworks. This means it may not be possible to make like for like comparisons between different service types for all Key Questions. You can check what Key Questions each service type is assessed against at the below link:

<https://www.careinspectorate.com/index.php/publications-statistics/147-professionals-registration/quality-frameworks>

At the start of the Covid-19 pandemic, we established specific key questions focussed on Covid-19. These key questions also covered aspects of wellbeing, staffing, setting, infection prevention and control, leadership, and quality assurance. Therefore, for Adult and Early Learning and Childcare (ELC) services, we will use the information from our Covid-19 inspections (where applicable) to update grades for all other Key Questions of the Quality Frameworks.. This is a change to our approach used previously, where the Covid-19 key questions sat alongside the other key questions rather than updating them. Grades against Key Questions on new inspections will subsequently update previous Covid-19 grades as they become the latest grade for the Key Questions.

A similar approach will be taken with the Key Question 'How well do we support children and young people's rights and wellbeing?' for Children and Young People's services. Grades given under this Key Question will update grades for the other Key Questions of the Quality Frameworks. Again, grades against Key Questions on new inspections will subsequently update previous grades from the 'How well do we support children and young people's rights and wellbeing?' Key Question as they become the latest grade for the Key Questions.

This new grading methodology will be the methodology we use in any of the 'Grading' tables supplied.

Care Inspectorate 2024/25 Quarter 4 Statistical Report Tables

Notes:

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| Service subtypes are based on the main service provision category provided by that service but may not be mutually exclusive, i.e. a Care Home for Alcohol & Drug Misuse may still accommodate people within the Older People group. |
| Some care at home services may still operate from a premises as well as provide care at home i.e. they may, in addition to care at home, offer a day care service for adults from a premises. |
| All grades are from inspection reports finalised by 31 March 2025. Services with no grade for that theme are not included. |
| Complaints investigated and completed are those cases with an investigation undertaken by the Care Inspectorate and does not count any complaints that were revoked or still in progress. They also do not account for complaints which were passed for alternative means of resolution such as direct service action, investigation by the provider or where the information was used as intelligence to be used in further scrutiny activity. |
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Data Definition:

| Term | Definition |
|--|--|
| CareService: | This is the type of service being provided and is based on definitions of registered care services (set out in the Regulation of Care (Scotland) Act 2001). Definitions of each of the Care Service types are outlined below: |
| CareService - Adoption Service: | A service that makes arrangements in connection with the adoption of children. This does not include services in which proposed adopter is a relative of the child. |
| CareService - Adult Placement Service: | A service which consists of, or includes, arranging for the provision of accommodation for an adult (age of eighteen years or over), together with personal care or personal support or counselling, or other help, provided other than as part of a planned programme of care by reason of the person's vulnerability or need, by placing the person with a family or individual; but a service may be excepted from this definition by regulations. |
| CareService - Care Home Service: | A service which provides accommodation, together with nursing, personal care or personal support, for persons by reason of their vulnerability or need this may include for: alcohol & drug misuse, blood borne virus, children & young people, learning disabilities, mental health problems, older people, physical & sensory impairment or respite care & short breaks. |
| CareService - Child Care Agency: | A service which consists of or includes supplying, or introducing to persons who use the service, child carers up to the age of 16, wholly or mainly in the home of the child's parents. |
| CareService - Child Minding: | A person who looks after one or more children up to the age of 16, on domestic premises for reward but not in the parents own premises. A parent, relative or foster carer of the child cannot be regarded as a child minder when looking after that child. |
| CareService - Day Care of Children: | A service which consists of any form of care on a non-domestic premises, supervised by a responsible person during the day for at least two hours a day on at least six days per year. The service definition includes nursery classes, creches, after school clubs and playgroups but does not include services which are provided as part of a school activity. Nor does it include activities where care is not provided such as sports clubs or uniformed activities such as Scouts or Guides. |
| CareService - Fostering Service: | A service where substitute care is provided by a fostering agency when a child's family is unable to provide care. This may take the form of complimentary care to enable opportunity to a child or allow parents a break. |
| CareService - Housing Support Service: | A service which provides support, assistance, advice or counselling to a person who has particular needs, with a view to enabling that person to occupy residential accommodation as a sole or main residence. |
| CareService - Nurse Agency: | A service which consists of supplying or introducing registered nurses, registered midwives or registered health visitors to independent and voluntary sector healthcare providers and to the NHS in Scotland. |
| CareService - Offender Accommodation: | A service which consists of giving advice, guidance or assistance to people who have been provided with accommodation under supervision and care due to release from prison, ex-offenders, or those on probation. |
| CareService - School Care Accommodation Service: | A service which is provided to a pupil by an education authority or the managers of an independent or grant-aided school for the purpose of the pupil being in attendance at a public, independent or grant-aided school; and which consists of the provision, in a place in or outwith the school, of residential accommodation. This may be take the form of mainstream residential accommodation, residential special accommodation or school hostel accommodation. |
| CareService - Secure Accommodation Service: | A service which provides accommodation for the purpose of restricting the liberty of children in residential premises where care services are provided as with regulations made under section 29(9)(a) of the Regulation of Care (Scotland) Act 2001. This may be to provide protection to the child who may have history of running away and whose health or wellbeing may subsequently be under threat. |
| CareService - Support Service: | A personal care or personal support service provided by arrangement made by a local authority or health body to a vulnerable or person in need. This does not include a care home service, a service providing overnight accommodation, adoption service, or fostering service. |
| Service Sector: | Sector is the type of body which owns and provides a service, where a service may be owned and provided by either a Local Authority, Private firm, Voluntary organisation or Health body. |
| Quality Grades: | The grades awarded to services at inspections. These describe how well those services are performing against our quality themes and statements. These range from 1 - Unsatisfactory to 6 - Excellent. |

Care Inspectorate 2024/25 Quarter 4 Statistical Report**Registered Services at 31 March 2025****Summary of No. of registered care services at 31 March 2025**

Source: Care Inspectorate Service List at 31 March 2025

Number of Registered Services by Care Service Type and Service Sector (as at 31 March 2025)

| CareService | Subtype | Health Board | Local Authority | Private | Voluntary or Not for Profit | |
|-----------------------------------|---------------------------------|--------------|-----------------|-------------|-----------------------------|--------------|
| Adoption Service | - | 0 | 32 | 0 | 6 | 38 |
| Adult Placement Service | - | 0 | 48 | 0 | 27 | 75 |
| Care Home Service | Alcohol & Drug Misuse | 0 | 0 | 3 | 12 | 15 |
| | Blood Borne Virus | 0 | 0 | 0 | 1 | 1 |
| | Children & Young People | 1 | 116 | 171 | 71 | 359 |
| | Learning Disabilities | 0 | 14 | 40 | 84 | 138 |
| | Mental Health Problems | 0 | 0 | 18 | 31 | 49 |
| | Older People | 16 | 90 | 592 | 67 | 765 |
| | Physical and Sensory Impairment | 0 | 0 | 6 | 19 | 25 |
| | Respite Care and Short Breaks | 0 | 5 | 1 | 4 | 10 |
| Child Care Agency | - | 0 | 1 | 9 | 2 | 12 |
| Child Minding | - | 0 | 0 | 3006 | 0 | 3006 |
| Day Care of Children | - | 2 | 1763 | 1026 | 613 | 3404 |
| Fostering Service | - | 0 | 32 | 0 | 26 | 58 |
| Housing Support Service | - | 4 | 173 | 286 | 601 | 1064 |
| Nurse Agency | - | 0 | 0 | 143 | 2 | 145 |
| Offender Accommodation Service | - | 0 | 1 | 0 | 4 | 5 |
| School Care Accommodation Service | Mainstream Residential School | 0 | 0 | 1 | 16 | 17 |
| | Residential Special School | 0 | 0 | 18 | 14 | 32 |
| | School Hostel | 0 | 7 | 0 | 0 | 7 |
| Secure Accommodation Service | - | 0 | 0 | 0 | 4 | 4 |
| Support Service | Care at Home | 15 | 171 | 586 | 484 | 1256 |
| | Other than Care at home | 15 | 132 | 29 | 132 | 308 |
| All types of care service | | 53 | 2585 | 5935 | 2220 | 10793 |

Care Inspectorate 2024/25 Quarter 4 Statistical Report**% of Registered Services by Care Service Type and Service Sector (as at 31 March 2025)**

| CareService | Subtype | Health Board | Local Authority | Private | Voluntary or Not for Profit | Total |
|-----------------------------------|---------------------------------|--------------|-----------------|--------------|-----------------------------|---------------|
| Adoption Service | - | 0.0% | 84.2% | 0.0% | 15.8% | 100.0% |
| Adult Placement Service | - | 0.0% | 64.0% | 0.0% | 36.0% | 100.0% |
| Care Home Service | Alcohol & Drug Misuse | 0.0% | 0.0% | 20.0% | 80.0% | 100.0% |
| | Blood Borne Virus | 0.0% | 0.0% | 0.0% | 100.0% | 100.0% |
| | Children & Young People | 0.3% | 32.3% | 47.6% | 19.8% | 100.0% |
| | Learning Disabilities | 0.0% | 10.1% | 29.0% | 60.9% | 100.0% |
| | Mental Health Problems | 0.0% | 0.0% | 36.7% | 63.3% | 100.0% |
| | Older People | 2.1% | 11.8% | 77.4% | 8.8% | 100.0% |
| | Physical and Sensory Impairment | 0.0% | 0.0% | 24.0% | 76.0% | 100.0% |
| | Respite Care and Short Breaks | 0.0% | 50.0% | 10.0% | 40.0% | 100.0% |
| Child Care Agency | - | 0.0% | 8.3% | 75.0% | 16.7% | 100.0% |
| Child Minding | - | 0.0% | 0.0% | 100.0% | 0.0% | 100.0% |
| Day Care of Children | - | 0.1% | 51.8% | 30.1% | 18.0% | 100.0% |
| Fostering Service | - | 0.0% | 55.2% | 0.0% | 44.8% | 100.0% |
| Housing Support Service | - | 0.4% | 16.3% | 26.9% | 56.5% | 100.0% |
| Nurse Agency | - | 0.0% | 0.0% | 98.6% | 1.4% | 100.0% |
| Offender Accommodation Service | - | 0.0% | 20.0% | 0.0% | 80.0% | 100.0% |
| School Care Accommodation Service | Mainstream Residential School | 0.0% | 0.0% | 5.9% | 94.1% | 100.0% |
| | Residential Special School | 0.0% | 0.0% | 56.3% | 43.8% | 100.0% |
| | School Hostel | 0.0% | 100.0% | 0.0% | 0.0% | 100.0% |
| Secure Accommodation Service | - | 0.0% | 0.0% | 0.0% | 100.0% | 100.0% |
| Support Service | Care at Home | 1.2% | 13.6% | 46.7% | 38.5% | 100.0% |
| | Other than Care at home | 4.9% | 42.9% | 9.4% | 42.9% | 100.0% |
| All types of care service | | 0.5% | 24.0% | 55.0% | 20.6% | 100.0% |

Care Inspectorate 2024/25 Quarter 4 Statistical Report**Service Cancellations and Registrations from 31 March 2024 to 31 March 2025****Summary of service cancellations and registrations by service type and sector at 31 March 2025**

Source: Care inspectorate Service List at 31 March 2025

Note: figures provided for Services at 31 March 2024 may change as they take into account retrospective cancellations and/or registrations.

Changes to registered services by service type from 31 March 2024 to 31 March 2025

| CareService | Subtype | Services at 31 March 2024 | Registrations | Cancellations | Services at 31 March 2025 | % change |
|-----------------------------------|---------------------------------|---------------------------|---------------|---------------|---------------------------|--------------|
| Adoption Service | - | 37 | 1 | 0 | 38 | 2.7% |
| Adult Placement Service | - | 75 | 4 | 4 | 75 | 0.0% |
| Care Home Service | Alcohol & Drug Misuse | 13 | 3 | 1 | 15 | 15.4% |
| | Blood Borne Virus | 1 | 0 | 0 | 1 | 0.0% |
| | Children & Young People | 350 | 17 | 8 | 359 | 2.6% |
| | Learning Disabilities | 143 | 1 | 6 | 138 | -3.5% |
| | Mental Health Problems | 51 | 0 | 2 | 49 | -3.9% |
| | Older People | 772 | 26 | 33 | 765 | -0.9% |
| | Physical and Sensory Impairment | 26 | 0 | 1 | 25 | -3.8% |
| | Respite Care and Short Breaks | 11 | 0 | 1 | 10 | -9.1% |
| Child Care Agency | - | 13 | 1 | 2 | 12 | -7.7% |
| Child Minding | - | 3148 | 182 | 324 | 3006 | -4.5% |
| Day Care of Children | - | 3433 | 74 | 103 | 3404 | -0.8% |
| Fostering Service | - | 57 | 1 | 0 | 58 | 1.8% |
| Housing Support Service | - | 1043 | 73 | 52 | 1064 | 2.0% |
| Nurse Agency | - | 138 | 18 | 11 | 145 | 5.1% |
| Offender Accommodation Service | - | 5 | 0 | 0 | 5 | 0.0% |
| School Care Accommodation Service | Mainstream Residential School | 19 | 0 | 2 | 17 | -10.5% |
| | Residential Special School | 33 | 0 | 1 | 32 | -3.0% |
| | School Hostel | 7 | 0 | 0 | 7 | 0.0% |
| Secure Accommodation Service | - | 4 | 0 | 0 | 4 | 0.0% |
| Support Service | Care at Home | 1204 | 113 | 61 | 1256 | 4.3% |
| | Other than Care at home | 315 | 8 | 15 | 308 | -2.2% |
| All types of care service | | 10898 | 522 | 627 | 10793 | -1.0% |

Care Inspectorate 2024/25 Quarter 4 Statistical Report**Changes to registered services by service sector from 31 March 2024 to 31 March 2025**

| CareService | Services at 31 March 2024 | Registrations | Cancellations | Services at 31 March 2025 | % change |
|-----------------------------|---------------------------|---------------|---------------|---------------------------|--------------|
| Health Board | 53 | 1 | 1 | 53 | 0.0% |
| Local Authority | 2624 | 22 | 61 | 2585 | -1.5% |
| Private | 5941 | 434 | 440 | 5935 | -0.1% |
| Voluntary or Not for Profit | 2280 | 65 | 125 | 2220 | -2.6% |
| All Service Sectors | 10898 | 522 | 627 | 10793 | -1.0% |

Care Inspectorate 2024/25 Quarter 4 Statistical Report**Quality of Registered Services at 31 March 2025****Summary of grades by service type at 31 March 2025**

Source: Care Inspectorate Service List at 31 March 2025

How well do we support people's wellbeing? - % of services with each grade

| CareService | Subtype | Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|-----------------------------------|---------------------------------|----------------|-------------|-------------|--------------|--------------|-------------|
| Adoption Service | - | 0.0% | 5.4% | 18.9% | 40.5% | 32.4% | 2.7% |
| Adult Placement Service | - | 0.0% | 3.0% | 9.0% | 37.3% | 40.3% | 10.4% |
| Care Home Service | Alcohol & Drug Misuse | 0.0% | 0.0% | 0.0% | 33.3% | 58.3% | 8.3% |
| | Blood Borne Virus | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% | 0.0% |
| | Children & Young People | 0.6% | 3.8% | 10.4% | 33.7% | 44.4% | 7.1% |
| | Learning Disabilities | 0.0% | 1.5% | 8.0% | 37.2% | 48.9% | 4.4% |
| | Mental Health Problems | 0.0% | 0.0% | 8.2% | 38.8% | 49.0% | 4.1% |
| | Older People | 0.0% | 0.9% | 17.0% | 45.1% | 35.2% | 1.7% |
| | Physical and Sensory Impairment | 0.0% | 0.0% | 16.0% | 44.0% | 40.0% | 0.0% |
| | Respite Care and Short Breaks | 0.0% | 0.0% | 0.0% | 20.0% | 80.0% | 0.0% |
| Child Care Agency | - | 0.0% | 0.0% | 9.1% | 54.5% | 36.4% | 0.0% |
| Child Minding | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Day Care of Children | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Fostering Service | - | 1.8% | 1.8% | 21.1% | 35.1% | 38.6% | 1.8% |
| Housing Support Service | - | 0.1% | 0.3% | 5.2% | 29.7% | 59.1% | 5.6% |
| Nurse Agency | - | 0.0% | 0.0% | 4.8% | 36.1% | 54.2% | 4.8% |
| Offender Accommodation Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 80.0% | 20.0% |
| School Care Accommodation Service | Mainstream Residential School | 0.0% | 0.0% | 0.0% | 35.3% | 52.9% | 11.8% |
| | Residential Special School | 0.0% | 6.3% | 12.5% | 31.3% | 46.9% | 3.1% |
| | School Hostel | 0.0% | 14.3% | 57.1% | 14.3% | 14.3% | 0.0% |
| Secure Accommodation Service | - | 25.0% | 0.0% | 0.0% | 50.0% | 25.0% | 0.0% |
| Support Service | Care at Home | 0.1% | 0.5% | 6.8% | 32.3% | 56.2% | 4.1% |
| | Other than Care at home | 0.0% | 0.0% | 1.0% | 21.3% | 62.8% | 14.9% |
| All types of care service | | 0.1% | 1.0% | 8.6% | 33.9% | 51.1% | 5.2% |

Care Inspectorate 2024/25 Quarter 4 Statistical Report**How well is our care and support planned? - % of services with each grade**

| CareService | Subtype | Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|-----------------------------------|---------------------------------|----------------|-------------|--------------|--------------|--------------|-------------|
| Adoption Service | - | 0.0% | 2.7% | 16.2% | 37.8% | 43.2% | 0.0% |
| Adult Placement Service | - | 0.0% | 3.0% | 9.0% | 35.8% | 40.3% | 11.9% |
| Care Home Service | Alcohol & Drug Misuse | 0.0% | 0.0% | 0.0% | 45.5% | 54.5% | 0.0% |
| | Blood Borne Virus | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% | 0.0% |
| | Children & Young People | 0.6% | 3.8% | 10.4% | 33.4% | 44.7% | 7.1% |
| | Learning Disabilities | 0.0% | 0.7% | 9.5% | 46.7% | 39.4% | 3.6% |
| | Mental Health Problems | 0.0% | 2.0% | 8.2% | 42.9% | 44.9% | 2.0% |
| | Older People | 0.0% | 0.4% | 18.1% | 58.7% | 22.1% | 0.7% |
| | Physical and Sensory Impairment | 0.0% | 0.0% | 4.0% | 52.0% | 40.0% | 4.0% |
| | Respite Care and Short Breaks | 0.0% | 0.0% | 0.0% | 40.0% | 60.0% | 0.0% |
| Child Care Agency | - | 0.0% | 0.0% | 0.0% | 54.5% | 45.5% | 0.0% |
| Child Minding | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Day Care of Children | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Fostering Service | - | 0.0% | 1.8% | 14.0% | 38.6% | 42.1% | 3.5% |
| Housing Support Service | - | 0.1% | 0.2% | 7.6% | 32.1% | 52.8% | 7.2% |
| Nurse Agency | - | 0.0% | 0.0% | 7.7% | 43.6% | 46.2% | 2.6% |
| Offender Accommodation Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% |
| School Care Accommodation Service | Mainstream Residential School | 0.0% | 0.0% | 0.0% | 41.2% | 47.1% | 11.8% |
| | Residential Special School | 0.0% | 6.3% | 12.5% | 31.3% | 46.9% | 3.1% |
| | School Hostel | 0.0% | 14.3% | 57.1% | 14.3% | 14.3% | 0.0% |
| Secure Accommodation Service | - | 25.0% | 0.0% | 0.0% | 50.0% | 25.0% | 0.0% |
| Support Service | Care at Home | 0.1% | 0.5% | 9.6% | 37.0% | 46.7% | 6.2% |
| | Other than Care at home | 0.0% | 0.0% | 2.7% | 24.6% | 55.3% | 17.4% |
| All types of care service | | 0.1% | 0.8% | 10.3% | 39.2% | 43.5% | 6.0% |

Care Inspectorate 2024/25 Quarter 4 Statistical Report**How good is our setting? - % of services with each grade**

| CareService | Subtype | Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|-----------------------------------|---------------------------------|----------------|-------------|-------------|--------------|--------------|-------------|
| Adoption Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Adult Placement Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Care Home Service | Alcohol & Drug Misuse | 0.0% | 0.0% | 9.1% | 36.4% | 54.5% | 0.0% |
| | Blood Borne Virus | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% |
| | Children & Young People | 0.6% | 3.8% | 10.4% | 33.7% | 44.4% | 7.1% |
| | Learning Disabilities | 0.0% | 0.7% | 10.9% | 47.4% | 35.8% | 5.1% |
| | Mental Health Problems | 0.0% | 0.0% | 8.2% | 46.9% | 38.8% | 6.1% |
| | Older People | 0.0% | 0.8% | 13.7% | 59.0% | 24.7% | 1.7% |
| | Physical and Sensory Impairment | 0.0% | 0.0% | 16.0% | 48.0% | 32.0% | 4.0% |
| | Respite Care and Short Breaks | 0.0% | 0.0% | 0.0% | 30.0% | 70.0% | 0.0% |
| Child Care Agency | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Child Minding | - | 0.0% | 0.2% | 2.3% | 38.7% | 56.6% | 2.3% |
| Day Care of Children | - | 0.1% | 0.7% | 5.6% | 47.2% | 43.9% | 2.6% |
| Fostering Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Housing Support Service | - | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% | 0.0% |
| Nurse Agency | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Offender Accommodation Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% |
| School Care Accommodation Service | Mainstream Residential School | 0.0% | 0.0% | 0.0% | 41.2% | 47.1% | 11.8% |
| | Residential Special School | 0.0% | 6.3% | 9.4% | 34.4% | 46.9% | 3.1% |
| | School Hostel | 0.0% | 14.3% | 57.1% | 28.6% | 0.0% | 0.0% |
| Secure Accommodation Service | - | 25.0% | 0.0% | 0.0% | 50.0% | 25.0% | 0.0% |
| Support Service | Care at Home | 0.0% | 0.0% | 1.6% | 39.1% | 48.4% | 10.9% |
| | Other than Care at home | 0.0% | 0.0% | 1.8% | 31.0% | 54.6% | 12.5% |
| All types of care service | | 0.1% | 0.7% | 5.5% | 44.0% | 46.7% | 3.1% |

Care Inspectorate 2024/25 Quarter 4 Statistical Report**How good is our staff team? - % services with each grade**

| CareService | Subtype | Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|-----------------------------------|---------------------------------|----------------|-------------|-------------|--------------|--------------|-------------|
| Adoption Service | - | 0.0% | 5.4% | 2.7% | 35.1% | 51.4% | 5.4% |
| Adult Placement Service | - | 0.0% | 4.3% | 4.3% | 34.0% | 44.7% | 12.8% |
| Care Home Service | Alcohol & Drug Misuse | 0.0% | 0.0% | 0.0% | 36.4% | 63.6% | 0.0% |
| | Blood Borne Virus | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% |
| | Children & Young People | 0.6% | 3.8% | 10.4% | 34.0% | 44.1% | 7.1% |
| | Learning Disabilities | 0.0% | 0.7% | 8.0% | 41.6% | 43.8% | 5.8% |
| | Mental Health Problems | 0.0% | 2.0% | 8.2% | 34.7% | 49.0% | 6.1% |
| | Older People | 0.0% | 1.3% | 16.1% | 46.5% | 35.0% | 1.1% |
| | Physical and Sensory Impairment | 0.0% | 0.0% | 12.0% | 44.0% | 44.0% | 0.0% |
| | Respite Care and Short Breaks | 0.0% | 0.0% | 10.0% | 20.0% | 60.0% | 10.0% |
| Child Care Agency | - | 0.0% | 0.0% | 0.0% | 54.5% | 45.5% | 0.0% |
| Child Minding | - | 0.1% | 0.4% | 6.2% | 45.9% | 45.6% | 1.8% |
| Day Care of Children | - | 0.1% | 0.5% | 5.3% | 39.3% | 52.3% | 2.5% |
| Fostering Service | - | 0.0% | 3.5% | 1.8% | 28.1% | 61.4% | 5.3% |
| Housing Support Service | - | 0.1% | 0.6% | 6.1% | 34.1% | 54.7% | 4.5% |
| Nurse Agency | - | 0.0% | 0.0% | 10.3% | 41.0% | 46.2% | 2.6% |
| Offender Accommodation Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% |
| School Care Accommodation Service | Mainstream Residential School | 0.0% | 0.0% | 0.0% | 35.3% | 52.9% | 11.8% |
| | Residential Special School | 0.0% | 6.3% | 12.5% | 31.3% | 46.9% | 3.1% |
| | School Hostel | 0.0% | 14.3% | 57.1% | 14.3% | 14.3% | 0.0% |
| Secure Accommodation Service | - | 25.0% | 0.0% | 0.0% | 50.0% | 25.0% | 0.0% |
| Support Service | Care at Home | 0.1% | 0.6% | 8.4% | 38.7% | 49.1% | 3.0% |
| | Other than Care at home | 0.0% | 0.0% | 0.7% | 30.3% | 58.5% | 10.5% |
| All types of care service | | 0.1% | 0.8% | 7.0% | 39.7% | 49.2% | 3.2% |

Care Inspectorate 2024/25 Quarter 4 Statistical Report**How good is our care, play and learning? - % services with each grade**

| CareService | Subtype | Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|-----------------------------------|---------------------------------|----------------|-------------|-------------|--------------|--------------|-------------|
| Adoption Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Adult Placement Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Care Home Service | Alcohol & Drug Misuse | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Blood Borne Virus | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Children & Young People | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Learning Disabilities | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Mental Health Problems | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Older People | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Physical and Sensory Impairment | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Respite Care and Short Breaks | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Child Care Agency | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Child Minding | - | 0.0% | 0.2% | 2.7% | 37.2% | 56.2% | 3.7% |
| Day Care of Children | - | 0.1% | 0.7% | 6.8% | 44.5% | 44.6% | 3.3% |
| Fostering Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Housing Support Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Nurse Agency | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Offender Accommodation Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| School Care Accommodation Service | Mainstream Residential School | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Residential Special School | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | School Hostel | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Secure Accommodation Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Support Service | Care at Home | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Other than Care at home | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| All types of care service | | 0.1% | 0.5% | 4.9% | 41.2% | 49.8% | 3.5% |

Care Inspectorate 2024/25 Quarter 4 Statistical Report**How well do we support children and young people's rights and wellbeing? - % services with each grade**

| CareService | Subtype | Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|-----------------------------------|---------------------------------|----------------|-------------|--------------|--------------|--------------|-------------|
| Adoption Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Adult Placement Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Care Home Service | Alcohol & Drug Misuse | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Blood Borne Virus | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Children & Young People | 0.6% | 3.9% | 10.4% | 34.0% | 43.9% | 7.2% |
| | Learning Disabilities | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Mental Health Problems | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Older People | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Physical and Sensory Impairment | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Respite Care and Short Breaks | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Child Care Agency | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Child Minding | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Day Care of Children | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Fostering Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Housing Support Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Nurse Agency | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Offender Accommodation Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| School Care Accommodation Service | Mainstream Residential School | 0.0% | 0.0% | 0.0% | 42.9% | 42.9% | 14.3% |
| | Residential Special School | 0.0% | 6.7% | 10.0% | 33.3% | 46.7% | 3.3% |
| | School Hostel | 0.0% | 16.7% | 66.7% | 16.7% | 0.0% | 0.0% |
| Secure Accommodation Service | - | 25.0% | 0.0% | 0.0% | 50.0% | 25.0% | 0.0% |
| Support Service | Care at Home | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Other than Care at home | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| All types of care service | | 0.8% | 4.1% | 10.8% | 34.2% | 43.2% | 6.9% |

Care Inspectorate 2024/25 Quarter 4 Statistical Report**How good is our leadership? - % of services with each grade**

| CareService | Subtype | Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|-----------------------------------|---------------------------------|----------------|-------------|-------------|--------------|--------------|-------------|
| Adoption Service | - | 0.0% | 5.4% | 21.6% | 24.3% | 48.6% | 0.0% |
| Adult Placement Service | - | 0.0% | 2.0% | 28.0% | 34.0% | 28.0% | 8.0% |
| Care Home Service | Alcohol & Drug Misuse | 0.0% | 0.0% | 0.0% | 75.0% | 25.0% | 0.0% |
| | Blood Borne Virus | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% | 0.0% |
| | Children & Young People | 0.6% | 3.8% | 10.4% | 34.3% | 43.8% | 7.1% |
| | Learning Disabilities | 0.0% | 2.2% | 10.9% | 43.8% | 40.9% | 2.2% |
| | Mental Health Problems | 0.0% | 2.0% | 10.2% | 38.8% | 42.9% | 6.1% |
| | Older People | 0.0% | 1.1% | 18.5% | 49.0% | 30.7% | 0.8% |
| | Physical and Sensory Impairment | 0.0% | 0.0% | 16.0% | 36.0% | 48.0% | 0.0% |
| | Respite Care and Short Breaks | 0.0% | 0.0% | 0.0% | 40.0% | 60.0% | 0.0% |
| Child Care Agency | - | 0.0% | 0.0% | 9.1% | 63.6% | 27.3% | 0.0% |
| Child Minding | - | 0.0% | 0.4% | 5.8% | 51.7% | 40.0% | 2.0% |
| Day Care of Children | - | 0.1% | 0.9% | 7.9% | 47.6% | 40.8% | 2.7% |
| Fostering Service | - | 0.0% | 5.3% | 21.1% | 38.6% | 33.3% | 1.8% |
| Housing Support Service | - | 0.1% | 0.8% | 8.6% | 40.1% | 46.7% | 3.7% |
| Nurse Agency | - | 0.0% | 0.0% | 9.5% | 51.2% | 36.9% | 2.4% |
| Offender Accommodation Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% |
| School Care Accommodation Service | Mainstream Residential School | 0.0% | 0.0% | 0.0% | 35.3% | 52.9% | 11.8% |
| | Residential Special School | 0.0% | 9.4% | 9.4% | 31.3% | 46.9% | 3.1% |
| | School Hostel | 0.0% | 14.3% | 57.1% | 28.6% | 0.0% | 0.0% |
| Secure Accommodation Service | - | 25.0% | 0.0% | 0.0% | 50.0% | 25.0% | 0.0% |
| Support Service | Care at Home | 0.1% | 1.2% | 10.3% | 44.4% | 42.2% | 1.9% |
| | Other than Care at home | 0.0% | 0.0% | 3.4% | 36.7% | 51.4% | 8.5% |
| All types of care service | | 0.1% | 1.0% | 8.7% | 46.6% | 40.9% | 2.7% |

All Themes: Quality of Registered Services by Service Sector - % of services with each grade

| CareService | Unsatisfactory | Weak | Adequate | Good, Very Good or Excellent |
|-----------------------------|----------------|-------------|--------------|------------------------------|
| Health Board | 0.0% | 1.9% | 28.8% | 69.2% |
| Local Authority | 0.1% | 1.1% | 9.3% | 89.5% |
| Private | 0.1% | 1.5% | 12.4% | 85.9% |
| Voluntary or Not for Profit | 0.2% | 0.9% | 12.4% | 86.4% |
| All Service Sectors | 0.1% | 1.3% | 11.7% | 86.9% |

Care Inspectorate 2024/25 Quarter 4 Statistical Report**Complaints about registered services at 31 March 2025**

Summary of complaints received, investigated and completed about registered services (31 March 2024 - 31 March 2025)

Source: Complaints App at 01 April 2025

Complaints received about registered services

| CareService | Subtype | Health Board | Local Authority | Private | Voluntary or Not for Profit | Total |
|-----------------------------------|---------------------------------|--------------|-----------------|-------------|-----------------------------|-------------|
| Adoption Service | - | 0 | 6 | 0 | 3 | 9 |
| Adult Placement Service | - | 0 | 1 | 0 | 3 | 4 |
| Care Home Service | Alcohol & Drug Misuse | 0 | 0 | 18 | 6 | 24 |
| | Blood Borne Virus | 0 | 0 | 0 | 1 | 1 |
| | Children & Young People | 0 | 47 | 132 | 27 | 206 |
| | Learning Disabilities | 0 | 5 | 33 | 30 | 68 |
| | Mental Health Problems | 0 | 0 | 25 | 5 | 30 |
| | Older People | 9 | 90 | 1783 | 87 | 1969 |
| | Physical and Sensory Impairment | 0 | 0 | 14 | 25 | 39 |
| | Respite Care and Short Breaks | 0 | 0 | 0 | 1 | 1 |
| Child Care Agency | - | 0 | 0 | 0 | 0 | 0 |
| Child Minding | - | 0 | 0 | 138 | 0 | 138 |
| Day Care of Children | - | 0 | 319 | 612 | 118 | 1049 |
| Fostering Service | - | 0 | 7 | 0 | 3 | 10 |
| Housing Support Service | - | 0 | 257 | 364 | 429 | 1050 |
| Nurse Agency | - | 0 | 0 | 33 | 0 | 33 |
| Offender Accommodation Service | - | 0 | 0 | 0 | 0 | 0 |
| School Care Accommodation Service | Mainstream Residential School | 0 | 0 | 4 | 8 | 12 |
| | Residential Special School | 0 | 0 | 14 | 9 | 23 |
| | School Hostel | 0 | 2 | 0 | 0 | 2 |
| Secure Accommodation Service | - | 0 | 0 | 0 | 42 | 42 |
| Support Service | Care at Home | 2 | 116 | 381 | 68 | 567 |
| | Other than Care at home | 0 | 7 | 2 | 17 | 26 |
| All types of care service | | 11 | 857 | 3553 | 882 | 5303 |

Care Inspectorate 2024/25 Quarter 4 Statistical Report**Complaints investigated about registered services**

| CareService | Subtype | Health Board | Local Authority | Private | Voluntary or Not for Profit | Total |
|-----------------------------------|---------------------------------|--------------|-----------------|------------|-----------------------------|-------------|
| Adoption Service | - | 0 | 1 | 0 | 0 | 1 |
| Adult Placement Service | - | 0 | 0 | 0 | 0 | 0 |
| Care Home Service | Alcohol & Drug Misuse | 0 | 0 | 0 | 0 | 0 |
| | Blood Borne Virus | 0 | 0 | 0 | 0 | 0 |
| | Children & Young People | 0 | 6 | 22 | 3 | 31 |
| | Learning Disabilities | 0 | 1 | 12 | 6 | 19 |
| | Mental Health Problems | 0 | 0 | 2 | 2 | 4 |
| | Older People | 1 | 15 | 430 | 18 | 464 |
| | Physical and Sensory Impairment | 0 | 0 | 1 | 3 | 4 |
| | Respite Care and Short Breaks | 0 | 0 | 0 | 0 | 0 |
| Child Care Agency | - | 0 | 0 | 0 | 0 | 0 |
| Child Minding | - | 0 | 0 | 38 | 0 | 38 |
| Day Care of Children | - | 0 | 71 | 127 | 20 | 218 |
| Fostering Service | - | 0 | 0 | 0 | 0 | 0 |
| Housing Support Service | - | 0 | 43 | 58 | 50 | 151 |
| Nurse Agency | - | 0 | 0 | 3 | 0 | 3 |
| Offender Accommodation Service | - | 0 | 0 | 0 | 0 | 0 |
| School Care Accommodation Service | Mainstream Residential School | 0 | 0 | 1 | 1 | 2 |
| | Residential Special School | 0 | 0 | 1 | 1 | 2 |
| | School Hostel | 0 | 0 | 0 | 0 | 0 |
| Secure Accommodation Service | - | 0 | 0 | 0 | 5 | 5 |
| Support Service | Care at Home | 1 | 28 | 87 | 11 | 127 |
| | Other than Care at home | 0 | 0 | 0 | 3 | 3 |
| All types of care service | | 2 | 165 | 782 | 123 | 1072 |

Care Inspectorate 2024/25 Quarter 4 Statistical Report**Complaint investigations completed about registered services**

| CareService | Subtype | Health Board | Local Authority | Private | Voluntary or Not for Profit | Total |
|-----------------------------------|---------------------------------|--------------|-----------------|------------|-----------------------------|------------|
| Adoption Service | - | 0 | 0 | 0 | 0 | 0 |
| Adult Placement Service | - | 0 | 0 | 0 | 0 | 0 |
| Care Home Service | Alcohol & Drug Misuse | 0 | 0 | 0 | 0 | 0 |
| | Blood Borne Virus | 0 | 0 | 0 | 0 | 0 |
| | Children & Young People | 0 | 4 | 20 | 3 | 27 |
| | Learning Disabilities | 0 | 1 | 9 | 2 | 12 |
| | Mental Health Problems | 0 | 0 | 4 | 2 | 6 |
| | Older People | 1 | 11 | 364 | 14 | 390 |
| | Physical and Sensory Impairment | 0 | 0 | 1 | 2 | 3 |
| | Respite Care and Short Breaks | 0 | 0 | 0 | 0 | 0 |
| Child Care Agency | - | 0 | 0 | 0 | 0 | 0 |
| Child Minding | - | 0 | 0 | 34 | 0 | 34 |
| Day Care of Children | - | 0 | 48 | 109 | 13 | 170 |
| Fostering Service | - | 0 | 0 | 0 | 2 | 2 |
| Housing Support Service | - | 0 | 33 | 55 | 34 | 122 |
| Nurse Agency | - | 0 | 0 | 2 | 0 | 2 |
| Offender Accommodation Service | - | 0 | 0 | 0 | 0 | 0 |
| School Care Accommodation Service | Mainstream Residential School | 0 | 0 | 0 | 0 | 0 |
| | Residential Special School | 0 | 0 | 0 | 3 | 3 |
| | School Hostel | 0 | 0 | 0 | 0 | 0 |
| Secure Accommodation Service | - | 0 | 0 | 0 | 4 | 4 |
| Support Service | Care at Home | 0 | 16 | 77 | 11 | 104 |
| | Other than Care at home | 0 | 0 | 0 | 2 | 2 |
| All types of care service | | 1 | 113 | 675 | 92 | 881 |

Enforcement notices issued to registered services at 31 March 2025

Summary of enforcement notices issued to registered services (31 March 2024 - 31 March 2025)
Source: enforcement dataset at 01 April 2025

Number of enforcement notices issued Q4 2024/25

| CareService | Subtype | S62 (Improvement Notice) | S64 (Proposal to cancel) | S65 (Emergency cancellation) | S66 (Proposal to impose/vary/remove conditions) | S67 (Emergency condition notice) | S73 (Decision to cancel) | S73 (Decision to impose/vary/remove conditions) | Grand Total |
|------------------------------|-------------------------|--------------------------|--------------------------|------------------------------|---|----------------------------------|--------------------------|---|-------------|
| Care Home Service | Children & Young People | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| | Learning Disabilities | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| | Older People | 11 | 1 | 0 | 0 | 0 | 1 | 0 | 13 |
| Child Minding | | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Day Care of Children | | 7 | 0 | 0 | 1 | 0 | 0 | 0 | 8 |
| Housing Support Service | | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Support Service | | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Secure Accommodation Service | | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 3 |
| All types of care service | | 33 | 1 | 0 | 1 | 2 | 1 | 0 | 38 |

Number of services* that had enforcement notices issued to them Q4 2024/25

| CareService | Subtype | S62 (Improvement Notice) | S64 (Proposal to cancel) | S65 (Emergency cancellation) | S66 (Proposal to impose/vary/remove conditions) | S67 (Emergency condition notice) | S73 (Decision to Cancel) | S73 (Decision to impose/vary/remove conditions) | Total |
|------------------------------|-------------------------|--------------------------|--------------------------|------------------------------|---|----------------------------------|--------------------------|---|-------|
| Care Home Service | Children & Young People | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| | Learning Disabilities | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| | Older People | 11 | 1 | 0 | 0 | 0 | 1 | 0 | 11 |
| Child Minding | Care at Home | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Day Care of Children | | 7 | 0 | 0 | 1 | 0 | 0 | 0 | 7 |
| Housing Support Service | | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Support Service | | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Secure Accommodation Service | | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| All types of care service | | 33 | 1 | 0 | 1 | 1 | 1 | 0 | 33 |

Number of services* that had enforcement notices issued to them Q4 2024/25, by sector

| CareService | Subtype | Health Board | Local Authority | Private | Voluntary or Not for Profit | Total |
|------------------------------|-------------------------|--------------|-----------------|---------|-----------------------------|-------|
| Care Home Service | Children & Young People | 0 | 0 | 2 | 0 | 2 |
| | Learning Disabilities | 0 | 0 | 1 | 1 | 2 |
| | Older People | 0 | 0 | 10 | 1 | 11 |
| Child Minding | Care at Home | 0 | 0 | 4 | 0 | 4 |
| Day Care of Children | | 0 | 0 | 4 | 3 | 7 |
| Housing Support Service | | 0 | 0 | 1 | 1 | 2 |
| Support Service | | 0 | 0 | 3 | 1 | 4 |
| Secure Accommodation Service | | 0 | 0 | 0 | 1 | 1 |
| All types of care service | | 0 | 0 | 25 | 8 | 33 |

Notes:

*A service may receive more than one type of enforcement.

These tables do not include enforcement procedures we use to cancel services if we cannot contact them any longer or procedures relating to inactive services.

The section numbers 62, 64, 65, 66, 67, & 73 in the table refer to sections of the Public Services Reform (Scotland) Act 2010.