

## Bright Care (Edinburgh) Housing Support Service

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Edinburgh  
EH16 6AE

Telephone: 0131 344 4670

Type of inspection: Unannounced  
Inspection completed on: 10 February 2017

**Service provided by:**  
Bright Care at Home Limited

**Service provider number:**  
SP2009010602

**Care service number:**  
CS2010249701

## About the service

Bright Care is a family run business which provides care and support to clients living in the Edinburgh locality. The service is registered with the Care Inspectorate to provide a combined housing support and care at home service to elderly and physically disabled individuals living in their own home. The service also provides respite assistance and live in support. The company offers a service for a minimum of two hours. There are a range of services available to people, including support with housekeeping; companionship; assistance to continue to enjoy hobbies and activities at home and in the community; running errands; accompanying people to social events and with personal care.

The service has a mission statement stating:

'Bright Care is committed to helping seniors of our community age gracefully in the comfort of their own homes, to assure them dignity, security and social connections to enhance their lives.

We are further committed to assisting the families of seniors by helping to relieve any burdens they have so they may enjoy more relaxed and meaningful family time with their loved ones.'

## What people told us

We received very positive comments in the thirty-six care standards questionnaires returned to us and from people we clients and relatives we had communication with during the inspection.

Comments included:

'We are happy to report that the lead live-in carer has established a warm and friendly relationship with my mother.'

'I feel I can trust my husband's carer completely. They have formed a bond and she is very willing to help in any way she can. Her advice on occasions has been very useful and her sense of humour has been a bonus.'

## Self assessment

We received a fully completed self-assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

The service was committed to continuously improve the quality of care and support. Quality assurance systems were in place to gather the views of clients and their relatives and monitor the quality of support. Clients could attend organised events and meet staff and other people supported. Results of client surveys were communicated and people they were informed of how improvements made as a result of their feedback.

People were very happy with their service and enjoyed good relationships with their regular carers. The care management team worked hard to support clients and their care staff with any issues they had.

Support plans were regularly reviewed so that any changes to people's health and support needs were identified and followed up.

Staff received training in adult support and protection and knew procedures to follow if they had any concerns about anyone they supported. Staff enjoyed good support, supervision and training. This helped them to do their job well.

We observed caring, respectful relationships when visiting clients with their carers. Support was tailored to people's individual needs, choices and interests.

Quality audits were carried out by care managers through home visits and telephone calls. The service used staff feedback to make improvements. For example, a new computerised rota planning system was being implemented to improve rota management as the provider had heard that rota planning could be improved. The manager evidenced action taken to meet with a previous requirement and recommendations made following the previous inspection.

The service had appointed a training co-ordinator to plan and organise training relevant to the health and support needs of people supported and to drive workforce development.

The organisation was developing outcome focussed support plans. Weekly recording sheets had been introduced for staff to complete the activities clients had been involved in.

## What the service could do better

The service provided first aid basic awareness training during induction. We advised the provider to consider refresher/updates to the initial training caregivers receive. The training co-ordinator was reviewing the training programme for staff across all branches at the time of inspection (see recommendation 1).

The service should continue to monitor medication administration records as we found a gap in a medication record.

The provider should continue with progress made in delivering dementia training linked to the Scottish Government's Promoting Excellence Framework to all its employees.

Staff team meetings could be more regular so that staff can meet as a team to discuss issues with managers and colleagues.

## Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 1

1. We recommend the all employees continue to have access to first aid basic awareness training and resources to enable them to support clients, if they need assistance.

## Complaints

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

## Inspection and grading history

Date	Type	Gradings	
19 Nov 2015	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Nov 2014	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
14 May 2014	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	Not assessed
26 Mar 2014	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
23 Oct 2013	Unannounced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak

Date	Type	Gradings	
21 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
9 Feb 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 4 - Good

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