

Bright Care (Perthshire) Housing Support Service

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Telephone: 01738 479 656

Type of inspection:

Unannounced

Completed on:

17 May 2019

Service provided by:

Bright Care at Home Limited

Service provider number:

SP2009010602

Service no:

CS2014333332

About the service

Bright Care, the service provider, is a family run business which provides care and support services to people in different areas of Scotland. This service registered with the Care Inspectorate on 8 May 2015 and is based in Perth.

It provides a variety of support packages, depending on people's needs and wishes, and provides a service to older people living within the community. The services provided include light housekeeping, companionship, assistance to continue enjoying hobbies and interests, and personal care support. The services also offers sleepover and live-in support.

Staff are carefully chosen to match the needs and interests of the people using the service. The service states that it aims to improve the life of clients and the people who care for them and to empower clients to have confidence and motivation that increases their independence.

What people told us

We spoke with a number of people who received a service from Bright Care. We also spoke with some relatives/ family members. People were very happy with the service. They felt listened to and said the service was run in a professional and caring way. Staff were praised and people said it was easy to contact the office and speak to the office and management staff.

Some comments were:

- 'I couldn't wish for better.' (About their staff member).
- 'Absolutely no concerns.'
- 'Fantastic.'
- '...exceptional relationship with Bright Care.'
- 'Bright Care have been excellent.'

Self assessment

We did not ask for a self assessment to be completed this year. We examined the service own improvement and development plan.

From this inspection we graded this service as:

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

What the service does well

Overall, this service provided very good care and support and some aspects of its provision were excellent. People at this service can fully expect to be listened to, that their wishes and views will shape their service and the service will aim to be as flexible and responsive as it can be to suit their wishes.

People's wellbeing, confidence and abilities were promoted by this service. People benefitted in a variety of ways as a consequence of the service's support. We saw, with the service's support, they were often doing more things they enjoyed during their week, feeling more capable and generally their quality of life had improved.

People were assisted to stay safe and well, too, because the service carefully gathered all the important information it needed to support them. This information included health conditions and any known risks for the person. The service communicated and discussed these matters very well with people, or, where a person was unable to fully discuss their needs and wishes, the service involved the person's representative. On an ongoing basis the service had the right systems in place to ensure people were care and supported well with health and wellbeing matters. Communication with family and external health agency always happened when needed.

This service put a lot of effort and consideration into recruitment. Staff came across as very positive with strong, caring values. People were able to build a trusting, relaxed relationship with their staff member. Staff recognised people's abilities and staff's warm and respectful manner suited people. People had a consistent, settled staff team who were well matched to them.

Staff received a very good induction and initial training. They spent time with more experienced staff members shadowing their good practice and had regular contact with the management team to ensure they were settling in. All staff reported that felt supported and that communication within the service was excellent. This helped people's support run very smoothly and if anything needed more attention it was quickly responded to.

Staff were well led. They understood the ethos and values of the service and social care principles in general. They felt appreciated and were motivated. People confirmed that they were very happy with their staff members and had confidence in them.

What the service could do better

This service should consider how it can continue its current high level of support and look at what else it can do to develop its provision for people in line with the Health and Social Care Standards.

We discussed improvements that can be made to people's support folders information. Occasionally there were gaps in information and at other times there could have been more detail and explanation as to just how someone wished or needed to be supported. Fuller information will show that the service has checked carefully and is clear exactly how someone likes or needs to be supported.

For staffing there were some areas in which to improve. An important one was ensuring all staff have supervision meetings/contact regularly. Some staff had not had supervision on the planned three monthly basis. We also discussed other ways staffing could potentially be improved by involving people who receive the service. People could contribute their knowledge and experience from receiving care and support. We talked about how this, for example, could be an insight into training or recruitment matters.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings	
29 Jun 2018	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
14 Apr 2017	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 6 - Excellent Not assessed
26 Apr 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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