

## Bliss Care Solutions Ltd Housing Support Service

Bliss Care Solutions  
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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
12 May 2023

**Service provided by:**  
Bliss Care Solutions Ltd

**Service provider number:**  
SP2019013403

**Service no:**  
CS2019377663

## About the service

Bliss Care Solutions Ltd, provide Care at home and Housing Support services to older people and adults with disabilities, supporting them with their daily tasks, assisting them to resume or continue to live independently at home and in the community or place of their choice.

The Provider lists key aims and objectives as follows:

- To support service users to continue to live independent as possible in the comfort of their homes, rather than in hospitals or long term care homes.
- To provide high quality level of Person Centred care to all clients based on, compassion, dignity and trust.
- To exceed set standards and achieve high levels of consumer satisfaction and care.
- To provide excellent and ethical management practices in our services, by building open, respectful, trustworthy and honest relationships with our service users, their families and other stakeholders within the field.
- To offer all staff high quality training on an on-going basis, ensuring they reach and achieve their personal development goals thus achieving staff satisfaction, retention and growth in their capacity to provide quality care.
- To promote the independence and quality of life of service users through the provision of a professional, reliable and consistent care service.
- To ensure that the service is delivered flexibly according to the needs and wishes of the client.
- To ensure that all service users receive written information on the organisation's procedure for handling complaints, comments and compliments, and how to use them.
- Respecting each individual's right to independence, privacy, dignity, fulfilment, and their right to make informed choices based on risk assessments.
- To match the nominated carer / support worker as closely as possible with the service user and to respect the need to change the carer / support worker in the event of subsequent incompatibility.

## About the inspection

This was a full inspection which took place on 03, 04 & 5 May, 2023. 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: registration information, information submitted by the service and intelligence gathered since registration.

In making our evaluations of the service we: spoke with six people using the service and three family representatives. We also spoke with staff and management, observed practice and reviewed a range of documents

## Key messages

Staff were well trained in areas relevant to their work. There was bespoke training delivered around individuals specialised support needs.

Management were viewed as being approachable and responsive. Communication was effective.

People said that they felt involved in designing and directing their own support. Family representatives told us that they valued the work undertaken by the service.

Aspects of personal planning and quality assurance processes needed further development.

There was a high level of satisfaction around the quality of care and support provided.

## 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 leadership?                | 4 - Good      |
| How good is our staff team?                | 5 - Very Good |
| How well is our care and support planned?  | 4 - 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

Staff interactions with people who experienced care were always mindful of key principles of compassion, respect and dignity in the way they engaged with people. This helped build kind and effective working relationships.

There was a good consistency of staff providing care. This helped build trust and good working relationships with people using Bliss Care Solutions

People and their family representatives, advised us that staff always worked with kindness and respect. Support staff themselves routinely identified dignity, kindness and respect as key practice values.

These values-led approaches to support helped build positive relationships and underpinned the very good outcomes for people using Bliss Care Solutions.

Staff worked at a pace which suited the supported individual. Care was person-led and mindful of people's preferences and choices. Some people's support had a focus on them engaging with health and social resources within the community. We heard that staff facilitated this to a very good standard.

People were supported to take medication as prescribed and to maintain other fundamental aspects of well-being, through assistance to safely maintain personal care and eat well. Support was provided at times which suited people's lifestyle choices and this contributed to effective personalisation outcomes.

## How good is our leadership?

4 - Good

The service operated to a good standard throughout this Key Question. Good leadership was evidenced throughout our inspection and leadership practice significantly outweighed any areas for development.

Staff told us that they found the management team to be good at listening, supportive and accessible. This helped staff feel valued in their work.

People who experience care described communication with management as effective. There was a consensus that management were responsive to any queries or requests they made. This built trust and contributed to positive support and person-led outcomes we found during our inspection.

The service have managed accidents and incidents to a good standard, providing notifications of with a clear rationale for actions taken in response to any unplanned events. We found a small number of incidents which required notification to the Care Inspectorate, as per regulatory guidance. We highlighted these to the management team and received an undertaking that they will provide future notifications as requested.

Aspects of quality assurance processes in the service need further development. In order to ensure that new staff are effective at care delivery, management should undertake competency based evaluations of their practice early in their employment. Findings from these observations could be integrated into supervision and reflective discussion. Management agreed that this was an area for future development and offered an undertaking around competency evaluations earlier in people's employment.

Although medication administration was carried out to a good standard, the medication administration recordings, referred to as "Mar " sheets, were not being returned to the office for management auditing at time intervals that allowed overview of the efficacy of staff administration practice. We discussed this at inspection and received reassurance that this aspect of quality overview would be reviewed.

The service have developed stakeholder surveys around a wide range of quality related topics. These were completed by people who experienced care and/or their family representatives. These surveys augmented other quality processes implemented by the provider. When we looked at the findings from these surveys, there was a high level of satisfaction from people using Bliss Care Solutions.

The Provider should consider extending the scope of quality surveys buy providing staff with the opportunity to participate in a similar evaluative process. Findings from staff surveys could be used to inform the Providers development and improvement plan.

### How good is our staff team?

### 5 - Very Good

Our findings in this Key Question showed that the service operated to a very good standard across all quality indicators.

The Provider has a fit-for-purpose recruitment policy and the service had implemented this in accordance with "Safer Recruitment Through Better Recruitment" national guidance. Staff undertook relevant Protection of Vulnerable Groups checks prior to commencing work and were registered with the Scottish Social Services Council.

All staff had undertaken core training which helped ensure they had the necessary skills to provide effective care and support. There was very good staff compliance with the Providers training schedules.

In addition, some staff had undertaken bespoke training, related to specific needs of people they supported. This helped ensure that workers had the skills and knowledge required to deliver positive support outcomes within complex packages of care.

Staff had access to individual supervision and team meetings. This helped ensure that workers had the opportunity to reflect on their practice, identify learning needs and speak about support and service delivery.

Staff told us that their work loads were well planned. They had sufficient travel times between visits and that times allocated for support we sufficient for them to provide high quality care.

People who worked in the service said that they felt valued in their work, by management and people who experienced care.

We discussed practice related issues and key values. All staff were able to identify values that aligned with the health and Social Care Standards and the Providers aims and objectives. people told us that staff were able to put core values into practice during care delivery. These factors contributed to the positive outcomes we describe elsewhere in this report.

## How well is our care and support planned?

4 - Good

Performance across this Key Question was assessed as being good. This meant that areas of good performance outweighed areas for development.

People told us that they felt consulted around the planning of their care and support. This was reflected in personal plans which clearly indicated people's routines, choices and preferences. We recognised that this level of participation in planning helped facilitate good person-led approaches to care delivery.

There were areas for development around aspects of personal planning documentation. There should be detailed and clear evaluation of risk, particularly in respect of medication support and falls.

If medication requires to be stored safely then assessment should reflect this and clearly determine whether people's assessed levels of medication support reflect their capacity to safely manage this aspect of their care (see area for improvement 1).

Service reviews were taking place. They offered opportunities for people to evaluate their care and support. We observed that reviews should have a greater evaluative focus on the outcomes arising from support provided.

The Provider should seek to ensure that all personal planning documentation clearly indicates the author, date and assent of the person experiencing care. When personal plans are updated, changes to how support is provided should be clearly indicated.

### Areas for improvement

1. Personal plans and risk assessment documentation should clearly reflect assessed levels of support provided, indicating the individual's capacity to safely manage medication and outlining staff's role in medication administration.

Health and Social Care Standards-My Support-My Life

1.15- My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

2.23 If I need help with medication, I am able to have as much control as possible.

4.11 I experience high quality care and support based on relevant evidence, guidance and best practice.

## 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).

## Detailed evaluations

|  |               |
|--|---------------|
| How well do we support people's wellbeing?                             | 5 - Very Good |
| 1.1 People experience compassion, dignity and respect                  | 5 - Very Good |
| 1.2 People get the most out of life                                    | 5 - Very Good |
| 1.3 People's health and wellbeing benefits from their care and support | 5 - Very Good |

|   |          |
|---|----------|
| How good is our leadership?                       | 4 - Good |
| 2.2 Quality assurance and improvement is led well | 4 - Good |

|   |               |
|---|---------------|
| How good is our staff team?   | 5 - Very Good |
| 3.1 Staff have been recruited well  | 5 - Very Good |
| 3.2 Staff have the right knowledge, competence and development to care for and support people | 5 - Very Good |

|  |          |
|--|----------|
| How well is our care and support planned?                                  | 4 - Good |
| 5.1 Assessment and personal planning reflects people's outcomes and wishes | 4 - Good |

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